

ORIGINAL

COMMISSIONERS
BOB STUMP – Chairman
GARY PIERCE
BRENDA BURNS
BOB BURNS
SUSAN BITTER SMITH



0000143564

ARIZONA CORPORATION COMMISSION

March 18, 2013

To: Docket Control

RE: Global Water-Santa Cruz Water and Global Water-Palo Verde Utilities Company -
Customer Comments

Docket No. W-01212A-12-0309, SW-20445A-12-0310, W-03720A-12-0311,
W-02450A-12-0312, W-02451A-12-0313, W-20446A-12-0314, W-01732A-12-0315

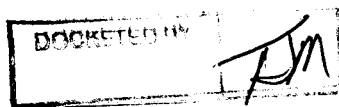
Please docket the attached 101 customer comments OPPOSING the above filed rate case.

Customer comments can be reviewed in E-docket under the above docket number.

Filed by: Utilities Division – Consumer Services

Arizona Corporation Commission
DOCKETED

MAR 18 2013



RECEIVED
2013 MAR 18 A 11:46
ARIZONA CORPORATION COMMISSION
DOCKET CONTROL

W-01212A-12-0309
SW-20445A-12-0310
W-03720A-12-0311
W-02450A-12-0312
W-02451A-12-0313
W-20446A-12-0314
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 109409

Date: 3/14/2013

Complaint Description: 08A Rate Case Items - Opposed
 N/A Not Applicable

First:

Last:

Complaint By: **Mr. & Mrs. Richard S. Gomez**

Account Name: Mr. & Mrs. Richard Gomez

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Maricopa

CBR:

State: AZ Zip: 85138

is: Cellular

Utility Company: **Global Water-Santa Cruz Water Company**

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED TO INCREASE *****DOCKET NO. W-20446A-12-0314 & SW-20445A-12-0310***

I am opposed to granting an increase to Global Water so they can achieve a higher rate of return. The current rate of return that is earned is greater than any individual can make investing or putting money in the bank. This rate increase will not only increase my monthly bill, but it will also lead to an increase in my HOA dues. It is not fair to be charged twice and Global Water did not calculate this fact into their test data. The basic service charge increases in water and sewer will increase my total bill \$23 a month and over \$30 a month with usage. The reduced rebate threshold will be almost impossible to meet regularly and that leads to an addition \$10 in water usage charges. Global's letter to customers even state that most will see at least a \$72 per year increase, that means I would be paying \$216 more in 3 years, but in reality it is more like \$400 or more to the average homeowner. Global wants a 37% increase or more and incomes are not keeping up with that kind of increase. I will be forced to make other cuts to my spending in order to pay for something that I need. This is a preventable hardship!

PLEASE TELL GLOBAL WATER -NO INCREASE! They already make a healthy return on their investment. Tell them to stop hurting their customers with outrageous rate increases.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Dockets Nos.

W-01212A-12-0309; SW-20445A-12-0310; W-03720A-12-0311; W-02450A-12-0312; W-02451A-12-0313;
W-20446A-12-0314 ; W-01732A-12-0315

End of Comments

W-01212A-12-0309
SW-20445A-12-0310
W-03720A-12-0311
W-02450A-12-0312
W-02451A-12-0313
W-20446A-12-0314
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 109410

Date: 3/14/2013

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: Joyce

Moore

Account Name: Joyce Moore

Home: (

Street:

Work: (000) 000-0000

City: Maricopa

CBR:

State: AZ Zip: 85138

is:

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED TO INCREASE *****DOCKET NO. W-20446A-12-0314 & SW-20445A-12-0310***

I am opposed to granting an increase to Global Water so they can achieve a higher rate of return. The current rate of return that is earned is greater than any individual can make investing or putting money in the bank. This rate increase will not only increase my monthly bill, but it will also lead to an increase in my HOA dues. It is not fair to be charged twice and Global Water did not calculate this fact into their test data. The basic service charge increases in water and sewer will increase my total bill \$23 a month and over \$30 a month with usage. The reduced rebate threshold will be almost impossible to meet regularly and that leads to an addition \$10 in water usage charges. Global's letter to customers even state that most will see at least a \$72 per year increase, that means I would be paying \$216 more in 3 years, but in reality it is more like \$400 or more to the average homeowner. Global wants a 37% increase or more and incomes are not keeping up with that kind of increase. I will be forced to make other cuts to my spending in order to pay for something that I need. This is a preventable hardship!

PLEASE TELL GLOBAL WATER -NO INCREASE! They already make a healthy return on their investment. Tell them to stop hurting their customers with outrageous rate increases.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Dockets Nos.

W-01212A-12-0309; SW-20445A-12-0310; W-03720A-12-0311; W-02450A-12-0312; W-02451A-12-0313;
W-20446A-12-0314 ; W-01732A-12-0315

End of Comments

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W-01212A-12-0309
SW-20445A-12-0310
W-03720A-12-0311
W-02450A-12-0312
W-02451A-12-0313
W-20446A-12-0314
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 109411

Date: 3/14/2013

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: William H.

Butler

Account Name: William H. Butler

Home:

Street:

Work: (000) 000-0000

City: Maricopa

CBR:

State: AZ Zip: 85138

is:

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED TO INCREASE *****DOCKET NO. W-20446A-12-0314 & SW-20445A-12-0310***

I am opposed to granting an increase to Global Water so they can achieve a higher rate of return. The current rate of return that is earned is greater than any individual can make investing or putting money in the bank. This rate increase will not only increase my monthly bill, but it will also lead to an increase in my HOA dues. It is not fair to be charged twice and Global Water did not calculate this fact into their test data. The basic service charge increases in water and sewer will increase my total bill \$23 a month and over \$30 a month with usage. The reduced rebate threshold will be almost impossible to meet regularly and that leads to an addition \$10 in water usage charges. Global's letter to customers even state that most will see at least a \$72 per year increase, that means I would be paying \$216 more in 3 years, but in reality it is more like \$400 or more to the average homeowner. Global wants a 37% increase or more and incomes are not keeping up with that kind of increase. I will be forced to make other cuts to my spending in order to pay for something that I need. This is a preventable hardship!

PLEASE TELL GLOBAL WATER -NO INCREASE! They already make a healthy return on their investment. Tell them to stop hurting their customers with outrageous rate increases.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Dockets Nos.

W-01212A-12-0309; SW-20445A-12-0310; W-03720A-12-0311; W-02450A-12-0312; W-02451A-12-0313;
W-20446A-12-0314 ; W-01732A-12-0315

End of Comments

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W-02451A-12-0313
W-20446A-12-0314
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 109412

Date: 3/14/2013

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: Richard S. Gomez

Account Name: Richard S. Gomez

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Maricopa

CBR:

State: AZ Zip: 85138

is: Cellular

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED TO INCREASE *****DOCKET NO. W-20446A-12-0314 & SW-20445A-12-0310***

I am opposed to granting an increase to Global Water so they can achieve a higher rate of return. The current rate of return that is earned is greater than any individual can make investing or putting money in the bank. This rate increase will not only increase my monthly bill, but it will also lead to an increase in my HOA dues. It is not fair to be charged twice and Global Water did not calculate this fact into their test data. The basic service charge increases in water and sewer will increase my total bill \$23 a month and over \$30 a month with usage. The reduced rebate threshold will be almost impossible to meet regularly and that leads to an addition \$10 in water usage charges. Global's letter to customers even state that most will see at least a \$72 per year increase, that means I would be paying \$216 more in 3 years, but in reality it is more like \$400 or more to the average homeowner. Global wants a 37% increase or more and incomes are not keeping up with that kind of increase. I will be forced to make other cuts to my spending in order to pay for something that I need. This is a preventable hardship!

PLEASE TELL GLOBAL WATER -NO INCREASE! They already make a healthy return on their investment. Tell them to stop hurting their customers with outrageous rate increases.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Dockets Nos.

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End of Comments

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W-01212A-12-0309
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W-02450A-12-0312
W-02451A-12-0313
W-20446A-12-0314
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 109413

Date: 3/14/2013

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: Mitch & Sandy

Keleman

Account Name: Mitch & Sandy Keleman

Home

Street:

Work: (000) 000-0000

City: Maricopa

CBR:

State: AZ Zip: 85138

is:

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED TO INCREASE *****DOCKET NO. W-20446A-12-0314 & SW-20445A-12-0310***

I am opposed to granting an increase to Global Water so they can achieve a higher rate of return. The current rate of return that is earned is greater than any individual can make investing or putting money in the bank. This rate increase will not only increase my monthly bill, but it will also lead to an increase in my HOA dues. It is not fair to be charged twice and Global Water did not calculate this fact into their test data. The basic service charge increases in water and sewer will increase my total bill \$23 a month and over \$30 a month with usage. The reduced rebate threshold will be almost impossible to meet regularly and that leads to an addition \$10 in water usage charges. Global's letter to customers even state that most will see at least a \$72 per year increase, that means I would be paying \$216 more in 3 years, but in reality it is more like \$400 or more to the average homeowner. Global wants a 37% increase or more and incomes are not keeping up with that kind of increase. I will be forced to make other cuts to my spending in order to pay for something that I need. This is a preventable hardship!

PLEASE TELL GLOBAL WATER -NO INCREASE! They already make a healthy return on their investment. Tell them to stop hurting their customers with outrageous rate increases.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Dockets Nos.

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W-20446A-12-0314 ; W-01732A-12-0315

End of Comments

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W-02451A-12-0313
W-20446A-12-0314
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone

Fax:

Priority: Respond Within Five Days

Opinion

No. 2013 - 109414

Date: 3/14/2013

Complaint Description:

08A Rate Case Items - Opposed

N/A Not Applicable

First:

Last:

Complaint By:

Marsha T.

Armstrong

Account Name:

Marsha T. Armstrong

Home: ()

Street:

Work: (000) 000-0000

City:

Maricopa

CBR:

State:

AZ

Zip: 85138

is:

Utility Company.

Global Water-Santa Cruz Water Company

Division:

Water

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED TO INCREASE *****DOCKET NO. W-20446A-12-0314 & SW-20445A-12-0310***

I am opposed to granting an increase to Global Water so they can achieve a higher rate of return. The current rate of return that is earned is greater than any individual can make investing or putting money in the bank. This rate increase will not only increase my monthly bill, but it will also lead to an increase in my HOA dues. It is not fair to be charged twice and Global Water did not calculate this fact into their test data. The basic service charge increases in water and sewer will increase my total bill \$23 a month and over \$30 a month with usage. The reduced rebate threshold will be almost impossible to meet regularly and that leads to an addition \$10 in water usage charges. Global's letter to customers even state that most will see at least a \$72 per year increase, that means I would be paying \$216 more in 3 years, but in reality it is more like \$400 or more to the average homeowner. Global wants a 37% increase or more and incomes are not keeping up with that kind of increase. I will be forced to make other cuts to my spending in order to pay for something that I need. This is a preventable hardship!

PLEASE TELL GLOBAL WATER -NO INCREASE! They already make a healthy return on their investment. Tell them to stop hurting their customers with outrageous rate increases.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Dockets Nos.

W-01212A-12-0309; SW-20445A-12-0310; W-03720A-12-0311; W-02450A-12-0312; W-02451A-12-0313;
W-20446A-12-0314 ; W-01732A-12-0315

End of Comments

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W-03720A-12-0311
W-02450A-12-0312
W-02451A-12-0313
W-20446A-12-0314
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 109415

Date: 3/14/2013

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By:

Roy

Bentley

Account Name:

Roy Bentley

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City:

Maricopa

CBR:

State:

AZ Zip: 85138

is: Cellular

Utility Company:

Global Water-Santa Cruz Water Company

Division:

Water

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED TO INCREASE *****DOCKET NO. W-20446A-12-0314 & SW-20445A-12-0310***

I am opposed to granting an increase to Global Water so they can achieve a higher rate of return. The current rate of return that is earned is greater than any individual can make investing or putting money in the bank. This rate increase will not only increase my monthly bill, but it will also lead to an increase in my HOA dues. It is not fair to be charged twice and Global Water did not calculate this fact into their test data. The basic service charge increases in water and sewer will increase my total bill \$23 a month and over \$30 a month with usage. The reduced rebate threshold will be almost impossible to meet regularly and that leads to an addition \$10 in water usage charges. Global's letter to customers even state that most will see at least a \$72 per year increase, that means I would be paying \$216 more in 3 years, but in reality it is more like \$400 or more to the average homeowner. Global wants a 37% increase or more and incomes are not keeping up with that kind of increase. I will be forced to make other cuts to my spending in order to pay for something that I need. This is a preventable hardship!

PLEASE TELL GLOBAL WATER -NO INCREASE! They already make a healthy return on their investment. Tell them to stop hurting their customers with outrageous rate increases.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Dockets Nos.

W-01212A-12-0309; SW-20445A-12-0310; W-03720A-12-0311; W-02450A-12-0312; W-02451A-12-0313;
W-20446A-12-0314 ; W-01732A-12-0315

End of Comments

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W-01212A-12-0309
SW-20445A-12-0310
W-03720A-12-0311
W-02450A-12-0312
W-02451A-12-0313
W-20446A-12-0314
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 109416

Date: 3/14/2013

Complaint Description: 08A Rate Case Items - Opposed
 N/A Not Applicable

First:

Last:

Complaint By: **Bernard**

Hanna

Account Name: Bernard Hanna

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Maricopa

CBR:

State: AZ Zip: 85138

is: Home

Utility Company: **Global Water-Santa Cruz Water Company**

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED TO INCREASE *****DOCKET NO. W-20446A-12-0314 & SW-20445A-12-0310***

I am opposed to granting an increase to Global Water so they can achieve a higher rate of return. The current rate of return that is earned is greater than any individual can make investing or putting money in the bank. This rate increase will not only increase my monthly bill, but it will also lead to an increase in my HOA dues. It is not fair to be charged twice and Global Water did not calculate this fact into their test data. The basic service charge increases in water and sewer will increase my total bill \$23 a month and over \$30 a month with usage. The reduced rebate threshold will be almost impossible to meet regularly and that leads to an addition \$10 in water usage charges. Global's letter to customers even state that most will see at least a \$72 per year increase, that means I would be paying \$216 more in 3 years, but in reality it is more like \$400 or more to the average homeowner. Global wants a 37% increase or more and incomes are not keeping up with that kind of increase. I will be forced to make other cuts to my spending in order to pay for something that I need. This is a preventable hardship!

PLEASE TELL GLOBAL WATER -NO INCREASE! They already make a healthy return on their investment. Tell them to stop hurting their customers with outrageous rate increases.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Dockets Nos.

W-01212A-12-0309; SW-20445A-12-0310; W-03720A-12-0311; W-02450A-12-0312; W-02451A-12-0313;
W-20446A-12-0314 ; W-01732A-12-0315

End of Comments

W-01212A-12-0309
SW-20445A-12-0310
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W-02450A-12-0312
W-02451A-12-0313
W-20446A-12-0314
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 109417

Date: 3/14/2013

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By:

Phil

Mac Kinnon

Account Name:

Phil Mac Kinnon

Home:

Street:

Work: (000) 000-0000

City:

Maricopa

CBR:

State:

AZ

Zip: 85138

is:

Utility Company:

Global Water-Santa Cruz Water Company

Division:

Water

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED TO INCREASE *****DOCKET NO. W-20446A-12-0314 & SW-20445A-12-0310***

I am opposed to granting an increase to Global Water so they can achieve a higher rate of return. The current rate of return that is earned is greater than any individual can make investing or putting money in the bank. This rate increase will not only increase my monthly bill, but it will also lead to an increase in my HOA dues. It is not fair to be charged twice and Global Water did not calculate this fact into their test data. The basic service charge increases in water and sewer will increase my total bill \$23 a month and over \$30 a month with usage. The reduced rebate threshold will be almost impossible to meet regularly and that leads to an addition \$10 in water usage charges. Global's letter to customers even state that most will see at least a \$72 per year increase, that means I would be paying \$216 more in 3 years, but in reality it is more like \$400 or more to the average homeowner. Global wants a 37% increase or more and incomes are not keeping up with that kind of increase. I will be forced to make other cuts to my spending in order to pay for something that I need. This is a preventable hardship!

PLEASE TELL GLOBAL WATER -NO INCREASE! They already make a healthy return on their investment. Tell them to stop hurting their customers with outrageous rate increases.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Dockets Nos.

W-01212A-12-0309; SW-20445A-12-0310; W-03720A-12-0311; W-02450A-12-0312; W-02451A-12-0313;
W-20446A-12-0314 ; W-01732A-12-0315

End of Comments

W-01212A-12-0309
SW-20445A-12-0310
W-03720A-12-0311
W-02450A-12-0312
W-02451A-12-0313
W-20446A-12-0314
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion **No. 2013 - 109418**

Date: 3/14/2013

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: **Suzanne**

Julien

Account Name: Suzanne Julien

Home:

Street:

Work: (000) 000-0000

City: Maricopa

CBR:

State: AZ Zip: 85138

is:

Utility Company: **Global Water-Santa Cruz Water Company**

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED TO INCREASE *****DOCKET NO. W-20446A-12-0314 & SW-20445A-12-0310***

I am opposed to granting an increase to Global Water so they can achieve a higher rate of return. The current rate of return that is earned is greater than any individual can make investing or putting money in the bank. This rate increase will not only increase my monthly bill, but it will also lead to an increase in my HOA dues. It is not fair to be charged twice and Global Water did not calculate this fact into their test data. The basic service charge increases in water and sewer will increase my total bill \$23 a month and over \$30 a month with usage. The reduced rebate threshold will be almost impossible to meet regularly and that leads to an addition \$10 in water usage charges. Global's letter to customers even state that most will see at least a \$72 per year increase, that means I would be paying \$216 more in 3 years, but in reality it is more like \$400 or more to the average homeowner. Global wants a 37% increase or more and incomes are not keeping up with that kind of increase. I will be forced to make other cuts to my spending in order to pay for something that I need. This is a preventable hardship!

PLEASE TELL GLOBAL WATER -NO INCREASE! They already make a healthy return on their investment. Tell them to stop hurting their customers with outrageous rate increases.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Dockets Nos.

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W-20446A-12-0314 ; W-01732A-12-0315

End of Comments

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W-02451A-12-0313
W-20446A-12-0314
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 109419

Date: 3/14/2013

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: Shirley Manzo

Account Name: Shirley Manzo

Home:

Street:

Work: (000) 000-0000

City: Maricopa

CBR:

State: AZ Zip: 85138

is:

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED TO INCREASE *****DOCKET NO. W-20446A-12-0314 & SW-20445A-12-0310***

I am opposed to granting an increase to Global Water so they can achieve a higher rate of return. The current rate of return that is earned is greater than any individual can make investing or putting money in the bank. This rate increase will not only increase my monthly bill, but it will also lead to an increase in my HOA dues. It is not fair to be charged twice and Global Water did not calculate this fact into their test data. The basic service charge increases in water and sewer will increase my total bill \$23 a month and over \$30 a month with usage. The reduced rebate threshold will be almost impossible to meet regularly and that leads to an addition \$10 in water usage charges. Global's letter to customers even state that most will see at least a \$72 per year increase, that means I would be paying \$216 more in 3 years, but in reality it is more like \$400 or more to the average homeowner. Global wants a 37% increase or more and incomes are not keeping up with that kind of increase. I will be forced to make other cuts to my spending in order to pay for something that I need. This is a preventable hardship!

PLEASE TELL GLOBAL WATER -NO INCREASE! They already make a healthy return on their investment. Tell them to stop hurting their customers with outrageous rate increases.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Dockets Nos.

W-01212A-12-0309; SW-20445A-12-0310; W-03720A-12-0311; W-02450A-12-0312; W-02451A-12-0313;
W-20446A-12-0314 ; W-01732A-12-0315

End of Comments

W-01212A-12-0309
SW-20445A-12-0310
W-03720A-12-0311
W-02450A-12-0312
W-02451A-12-0313
W-20446A-12-0314
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 109420

Date: 3/14/2013

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: Janet & Tim

Rippin

Account Name: Janet & Tim Rippin

Home: (

Street:

Work: (000) 000-0000

City: Maricopa

CBR:

State: AZ Zip: 85138

is:

Utility Company. Global Water-Santa Cruz Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED TO INCREASE *****DOCKET NO. W-20446A-12-0314 & SW-20445A-12-0310***

I am opposed to granting an increase to Global Water so they can achieve a higher rate of return. The current rate of return that is earned is greater than any individual can make investing or putting money in the bank. This rate increase will not only increase my monthly bill, but it will also lead to an increase in my HOA dues. It is not fair to be charged twice and Global Water did not calculate this fact into their test data. The basic service charge increases in water and sewer will increase my total bill \$23 a month and over \$30 a month with usage. The reduced rebate threshold will be almost impossible to meet regularly and that leads to an addition \$10 in water usage charges. Global's letter to customers even state that most will see at least a \$72 per year increase, that means I would be paying \$216 more in 3 years, but in reality it is more like \$400 or more to the average homeowner. Global wants a 37% increase or more and incomes are not keeping up with that kind of increase. I will be forced to make other cuts to my spending in order to pay for something that I need. This is a preventable hardship!

PLEASE TELL GLOBAL WATER -NO INCREASE! They already make a healthy return on their investment. Tell them to stop hurting their customers with outrageous rate increases.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Dockets Nos.

W-01212A-12-0309; SW-20445A-12-0310; W-03720A-12-0311; W-02450A-12-0312; W-02451A-12-0313;
W-20446A-12-0314 ; W-01732A-12-0315

End of Comments

W-01212A-12-0309
SW-20445A-12-0310
W-03720A-12-0311
W-02450A-12-0312
W-02451A-12-0313
W-20446A-12-0314
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 109421

Date: 3/14/2013

Complaint Description: 08A Rate Case Items - Opposed
 N/A Not Applicable

First:

Last:

Complaint By: **Wade D. Hoyt & Mary Hall**

Account Name: Wade D. Hoyt & Mary Louise Hall

Home:

Street:

Work: (000) 000-0000

City: Maricopa

CBR:

State: AZ Zip: 85138

is:

Utility Company. **Global Water-Santa Cruz Water Company**

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED TO INCREASE *****DOCKET NO. W-20446A-12-0314 & SW-20445A-12-0310***

I am opposed to granting an increase to Global Water so they can achieve a higher rate of return. The current rate of return that is earned is greater than any individual can make investing or putting money in the bank. This rate increase will not only increase my monthly bill, but it will also lead to an increase in my HOA dues. It is not fair to be charged twice and Global Water did not calculate this fact into their test data. The basic service charge increases in water and sewer will increase my total bill \$23 a month and over \$30 a month with usage. The reduced rebate threshold will be almost impossible to meet regularly and that leads to an addition \$10 in water usage charges. Global's letter to customers even state that most will see at least a \$72 per year increase, that means I would be paying \$216 more in 3 years, but in reality it is more like \$400 or more to the average homeowner. Global wants a 37% increase or more and incomes are not keeping up with that kind of increase. I will be forced to make other cuts to my spending in order to pay for something that I need. This is a preventable hardship!

PLEASE TELL GLOBAL WATER -NO INCREASE! They already make a healthy return on their investment. Tell them to stop hurting their customers with outrageous rate increases.

End of Complaint

Utilities' Response:

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Investigator's Comments and Disposition:

Opinion noted and filed in Dockets Nos.

W-01212A-12-0309; SW-20445A-12-0310; W-03720A-12-0311; W-02450A-12-0312; W-02451A-12-0313;
W-20446A-12-0314 ; W-01732A-12-0315

End of Comments

3

W-01212A-12-0309
SW-20445A-12-0310
W-03720A-12-0311
W-02450A-12-0312
W-02451A-12-0313
W-20446A-12-0314
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 109422

Date: 3/14/2013

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By:

Lee

Earhart

Account Name:

Lee Earhart

Home

Street:

Work: (000) 000-0000

City:

Maricopa

CBR:

State:

AZ Zip: 85138

is:

Utility Company.

Global Water-Santa Cruz Water Company

Division:

Water

Contact Name:

Contact Phone

Nature of Complaint:

*****OPINION OPPOSED TO INCREASE *****DOCKET NO. W-20446A-12-0314 & SW-20445A-12-0310***

I am opposed to granting an increase to Global Water so they can achieve a higher rate of return. The current rate of return that is earned is greater than any individual can make investing or putting money in the bank. This rate increase will not only increase my monthly bill, but it will also lead to an increase in my HOA dues. It is not fair to be charged twice and Global Water did not calculate this fact into their test data. The basic service charge increases in water and sewer will increase my total bill \$23 a month and over \$30 a month with usage. The reduced rebate threshold will be almost impossible to meet regularly and that leads to an addition \$10 in water usage charges. Global's letter to customers even state that most will see at least a \$72 per year increase, that means I would be paying \$216 more in 3 years, but in reality it is more like \$400 or more to the average homeowner. Global wants a 37% increase or more and incomes are not keeping up with that kind of increase. I will be forced to make other cuts to my spending in order to pay for something that I need. This is a preventable hardship!

PLEASE TELL GLOBAL WATER -NO INCREASE! They already make a healthy return on their investment. Tell them to stop hurting their customers with outrageous rate increases.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Dockets Nos.

W-01212A-12-0309; SW-20445A-12-0310; W-03720A-12-0311; W-02450A-12-0312; W-02451A-12-0313;
W-20446A-12-0314 ; W-01732A-12-0315

End of Comments

W-01212A-12-0309
SW-20445A-12-0310
W-03720A-12-0311
W-02450A-12-0312
W-02451A-12-0313
W-20446A-12-0314
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 109423

Date: 3/14/2013

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: Karen & Steve

Marino

Account Name: Karen & Steve Marino

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Maricopa

CBR:

State: AZ Zip: 85138

is: Cellular

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED TO INCREASE *****DOCKET NO. W-20446A-12-0314 & SW-20445A-12-0310***

I am opposed to granting an increase to Global Water so they can achieve a higher rate of return. The current rate of return that is earned is greater than any individual can make investing or putting money in the bank. This rate increase will not only increase my monthly bill, but it will also lead to an increase in my HOA dues. It is not fair to be charged twice and Global Water did not calculate this fact into their test data. The basic service charge increases in water and sewer will increase my total bill \$23 a month and over \$30 a month with usage. The reduced rebate threshold will be almost impossible to meet regularly and that leads to an addition \$10 in water usage charges. Global's letter to customers even state that most will see at least a \$72 per year increase, that means I would be paying \$216 more in 3 years, but in reality it is more like \$400 or more to the average homeowner. Global wants a 37% increase or more and incomes are not keeping up with that kind of increase. I will be forced to make other cuts to my spending in order to pay for something that I need. This is a preventable hardship!

PLEASE TELL GLOBAL WATER -NO INCREASE! They already make a healthy return on their investment. Tell them to stop hurting their customers with outrageous rate increases.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Dockets Nos.

W-01212A-12-0309; SW-20445A-12-0310; W-03720A-12-0311; W-02450A-12-0312; W-02451A-12-0313;
W-20446A-12-0314 ; W-01732A-12-0315

End of Comments

W-01212A-12-0309
SW-20445A-12-0310
W-03720A-12-0311
W-02450A-12-0312
W-02451A-12-0313
W-20446A-12-0314
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax: (

Priority: Respond Within Five Days

Opinion No. 2013 - 109424

Date: 3/14/2013

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: Cathy Dibartolomes

Account Name: Cathy Dibartolomes

Home:

Street:

Work: (000) 000-0000

City: Maricopa

CBR:

State: AZ Zip: 85138

is:

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED TO INCREASE *****DOCKET NO. W-20446A-12-0314 & SW-20445A-12-0310***

I am opposed to granting an increase to Global Water so they can achieve a higher rate of return. The current rate of return that is earned is greater than any individual can make investing or putting money in the bank. This rate increase will not only increase my monthly bill, but it will also lead to an increase in my HOA dues. It is not fair to be charged twice and Global Water did not calculate this fact into their test data. The basic service charge increases in water and sewer will increase my total bill \$23 a month and over \$30 a month with usage. The reduced rebate threshold will be almost impossible to meet regularly and that leads to an addition \$10 in water usage charges. Global's letter to customers even state that most will see at least a \$72 per year increase, that means I would be paying \$216 more in 3 years, but in reality it is more like \$400 or more to the average homeowner. Global wants a 37% increase or more and incomes are not keeping up with that kind of increase. I will be forced to make other cuts to my spending in order to pay for something that I need. This is a preventable hardship!

PLEASE TELL GLOBAL WATER -NO INCREASE! They already make a healthy return on their investment. Tell them to stop hurting their customers with outrageous rate increases.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Dockets Nos.

W-01212A-12-0309; SW-20445A-12-0310; W-03720A-12-0311; W-02450A-12-0312; W-02451A-12-0313;
W-20446A-12-0314 ; W-01732A-12-0315

End of Comments

W-01212A-12-0309
SW-20445A-12-0310
W-03720A-12-0311
W-02450A-12-0312
W-02451A-12-0313
W-20446A-12-0314
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion **No.** 2013 - 109425

Date: 3/14/2013

Complaint Description: 08A Rate Case Items - Opposed
 N/A Not Applicable

First:

Last:

Complaint By: **Richard**

Silva

Account Name: Richard Silva

Home:

Street:

Work: (000) 000-0000

City: Maricopa

CBR:

State: AZ Zip: 85138

is:

Utility Company. **Global Water-Santa Cruz Water Company**

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED TO INCREASE *****DOCKET NO. W-20446A-12-0314 & SW-20445A-12-0310***

I am opposed to granting an increase to Global Water so they can achieve a higher rate of return. The current rate of return that is earned is greater than any individual can make investing or putting money in the bank. This rate increase will not only increase my monthly bill, but it will also lead to an increase in my HOA dues. It is not fair to be charged twice and Global Water did not calculate this fact into their test data. The basic service charge increases in water and sewer will increase my total bill \$23 a month and over \$30 a month with usage. The reduced rebate threshold will be almost impossible to meet regularly and that leads to an addition \$10 in water usage charges. Global's letter to customers even state that most will see at least a \$72 per year increase, that means I would be paying \$216 more in 3 years, but in reality it is more like \$400 or more to the average homeowner. Global wants a 37% increase or more and incomes are not keeping up with that kind of increase. I will be forced to make other cuts to my spending in order to pay for something that I need. This is a preventable hardship!

PLEASE TELL GLOBAL WATER -NO INCREASE! They already make a healthy return on their investment. Tell them to stop hurting their customers with outrageous rate increases.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Dockets Nos.

W-01212A-12-0309; SW-20445A-12-0310; W-03720A-12-0311; W-02450A-12-0312; W-02451A-12-0313;
W-20446A-12-0314 ; W-01732A-12-0315

End of Comments

W-01212A-12-0309
SW-20445A-12-0310
W-03720A-12-0311
W-02450A-12-0312
W-02451A-12-0313
W-20446A-12-0314
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 109426

Date: 3/14/2013

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: **Harvey O.**

Davis

Account Name: Harvey O. Davis

Home:

Street:

Work: (000) 000-0000

City: Maricopa

CBR:

State: AZ Zip: 85138

is:

Utility Company. **Global Water-Santa Cruz Water Company**

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED TO INCREASE *****DOCKET NO. W-20446A-12-0314 & SW-20445A-12-0310***

I am opposed to granting an increase to Global Water so they can achieve a higher rate of return. The current rate of return that is earned is greater than any individual can make investing or putting money in the bank. This rate increase will not only increase my monthly bill, but it will also lead to an increase in my HOA dues. It is not fair to be charged twice and Global Water did not calculate this fact into their test data. The basic service charge increases in water and sewer will increase my total bill \$23 a month and over \$30 a month with usage. The reduced rebate threshold will be almost impossible to meet regularly and that leads to an addition \$10 in water usage charges. Global's letter to customers even state that most will see at least a \$72 per year increase, that means I would be paying \$216 more in 3 years, but in reality it is more like \$400 or more to the average homeowner. Global wants a 37% increase or more and incomes are not keeping up with that kind of increase. I will be forced to make other cuts to my spending in order to pay for something that I need. This is a preventable hardship!

PLEASE TELL GLOBAL WATER -NO INCREASE! They already make a healthy return on their investment. Tell them to stop hurting their customers with outrageous rate increases.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Dockets Nos.

W-01212A-12-0309; SW-20445A-12-0310; W-03720A-12-0311; W-02450A-12-0312; W-02451A-12-0313;
W-20446A-12-0314 ; W-01732A-12-0315

End of Comments

W-01212A-12-0309
SW-20445A-12-0310
W-03720A-12-0311
W-02450A-12-0312
W-02451A-12-0313
W-20446A-12-0314
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 109427

Date: 3/14/2013

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: Aaron

Cooley

Account Name: Aaron Cooley

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Maricopa

CBR:

State: AZ Zip: 85138

is: Cellular

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED TO INCREASE *****DOCKET NO. W-20446A-12-0314 & SW-20445A-12-0310***

I am opposed to granting an increase to Global Water so they can achieve a higher rate of return. The current rate of return that is earned is greater than any individual can make investing or putting money in the bank. This rate increase will not only increase my monthly bill, but it will also lead to an increase in my HOA dues. It is not fair to be charged twice and Global Water did not calculate this fact into their test data. The basic service charge increases in water and sewer will increase my total bill \$23 a month and over \$30 a month with usage. The reduced rebate threshold will be almost impossible to meet regularly and that leads to an addition \$10 in water usage charges. Global's letter to customers even state that most will see at least a \$72 per year increase, that means I would be paying \$216 more in 3 years, but in reality it is more like \$400 or more to the average homeowner. Global wants a 37% increase or more and incomes are not keeping up with that kind of increase. I will be forced to make other cuts to my spending in order to pay for something that I need. This is a preventable hardship!

PLEASE TELL GLOBAL WATER -NO INCREASE! They already make a healthy return on their investment. Tell them to stop hurting their customers with outrageous rate increases.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Dockets Nos.

W-01212A-12-0309; SW-20445A-12-0310; W-03720A-12-0311; W-02450A-12-0312; W-02451A-12-0313;
W-20446A-12-0314 ; W-01732A-12-0315

End of Comments

W-01212A-12-0309
SW-20445A-12-0310
W-03720A-12-0311
W-02450A-12-0312
W-02451A-12-0313
W-20446A-12-0314
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 109428

Date: 3/14/2013

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: **Bill W.**

Thompson

Account Name: Bill W. Thompson

Home:

Street:

Work: (000) 000-0000

City: Maricopa

CBR:

State: AZ Zip: 85138

is:

Utility Company: **Global Water-Santa Cruz Water Company**

Division: Water

Contact Name:

Contact Phone

Nature of Complaint:

*****OPINION OPPOSED TO INCREASE *****DOCKET NO. W-20446A-12-0314 & SW-20445A-12-0310***

I am opposed to granting an increase to Global Water so they can achieve a higher rate of return. The current rate of return that is earned is greater than any individual can make investing or putting money in the bank. This rate increase will not only increase my monthly bill, but it will also lead to an increase in my HOA dues. It is not fair to be charged twice and Global Water did not calculate this fact into their test data. The basic service charge increases in water and sewer will increase my total bill \$23 a month and over \$30 a month with usage. The reduced rebate threshold will be almost impossible to meet regularly and that leads to an addition \$10 in water usage charges. Global's letter to customers even state that most will see at least a \$72 per year increase, that means I would be paying \$216 more in 3 years, but in reality it is more like \$400 or more to the average homeowner. Global wants a 37% increase or more and incomes are not keeping up with that kind of increase. I will be forced to make other cuts to my spending in order to pay for something that I need. This is a preventable hardship!

PLEASE TELL GLOBAL WATER -NO INCREASE! They already make a healthy return on their investment. Tell them to stop hurting their customers with outrageous rate increases.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Dockets Nos.

W-01212A-12-0309; SW-20445A-12-0310; W-03720A-12-0311; W-02450A-12-0312; W-02451A-12-0313;
W-20446A-12-0314 ; W-01732A-12-0315

End of Comments

W-01212A-12-0309
SW-20445A-12-0310
W-03720A-12-0311
W-02450A-12-0312
W-02451A-12-0313
W-20446A-12-0314
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion

No. 2013 - 109429

Date: 3/14/2013

Complaint Description:

08A Rate Case Items - Opposed

N/A Not Applicable

First:

Last:

Complaint By:

Keith M. .

Brooks Sr.

Account Name:

Keith M. Brooks Sr.

Home:

Street:

Work: (000) 000-0000

City:

Maricopa

CBR:

State:

AZ

Zip: 85138

is:

Utility Company:

Global Water-Santa Cruz Water Company

Division:

Water

Contact Name:

Contact Phone

Nature of Complaint:

*****OPINION OPPOSED TO INCREASE *****DOCKET NO. W-20446A-12-0314 & SW-20445A-12-0310***

I am opposed to granting an increase to Global Water so they can achieve a higher rate of return. The current rate of return that is earned is greater than any individual can make investing or putting money in the bank. This rate increase will not only increase my monthly bill, but it will also lead to an increase in my HOA dues. It is not fair to be charged twice and Global Water did not calculate this fact into their test data. The basic service charge increases in water and sewer will increase my total bill \$23 a month and over \$30 a month with usage. The reduced rebate threshold will be almost impossible to meet regularly and that leads to an addition \$10 in water usage charges. Global's letter to customers even state that most will see at least a \$72 per year increase, that means I would be paying \$216 more in 3 years, but in reality it is more like \$400 or more to the average homeowner. Global wants a 37% increase or more and incomes are not keeping up with that kind of increase. I will be forced to make other cuts to my spending in order to pay for something that I need. This is a preventable hardship!

PLEASE TELL GLOBAL WATER -NO INCREASE! They already make a healthy return on their investment. Tell them to stop hurting their customers with outrageous rate increases.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Dockets Nos.

W-01212A-12-0309; SW-20445A-12-0310; W-03720A-12-0311; W-02450A-12-0312; W-02451A-12-0313;
W-20446A-12-0314 ; W-01732A-12-0315

End of Comments

W-01212A-12-0309
SW-20445A-12-0310
W-03720A-12-0311
W-02450A-12-0312
W-02451A-12-0313
W-20446A-12-0314
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 109430

Date: 3/14/2013

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: Hilarie

Leverett

Account Name: Hilarie Leverett

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Maricopa

CBR: {

State: AZ Zip: 85138

is: Cellular

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name:

Contact Phone: 760-233-7222

Nature of Complaint:

*****OPINION OPPOSED TO INCREASE *****DOCKET NO. W-20446A-12-0314 & SW-20445A-12-0310***

I am opposed to granting an increase to Global Water so they can achieve a higher rate of return. The current rate of return that is earned is greater than any individual can make investing or putting money in the bank. This rate increase will not only increase my monthly bill, but it will also lead to an increase in my HOA dues. It is not fair to be charged twice and Global Water did not calculate this fact into their test data. The basic service charge increases in water and sewer will increase my total bill \$23 a month and over \$30 a month with usage. The reduced rebate threshold will be almost impossible to meet regularly and that leads to an addition \$10 in water usage charges. Global's letter to customers even state that most will see at least a \$72 per year increase, that means I would be paying \$216 more in 3 years, but in reality it is more like \$400 or more to the average homeowner. Global wants a 37% increase or more and incomes are not keeping up with that kind of increase. I will be forced to make other cuts to my spending in order to pay for something that I need. This is a preventable hardship!

PLEASE TELL GLOBAL WATER -NO INCREASE! They already make a healthy return on their investment. Tell them to stop hurting their customers with outrageous rate increases.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Dockets Nos.

W-01212A-12-0309; SW-20445A-12-0310; W-03720A-12-0311; W-02450A-12-0312; W-02451A-12-0313;
W-20446A-12-0314 ; W-01732A-12-0315

End of Comments

W-01212A-12-0309
SW-20445A-12-0310
W-03720A-12-0311
W-02450A-12-0312
W-02451A-12-0313
W-20446A-12-0314
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion

No. 2013 - 109431

Date: 3/14/2013

Complaint Description:

08A Rate Case Items - Opposed

N/A Not Applicable

First:

Last:

Complaint By:

Richard S.

Vanetten

Account Name:

Richard S. Vanetten

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City:

Maricopa

CBR:

State:

AZ

Zip: 85138

is: Cellular

Utility Company:

Global Water-Santa Cruz Water Company

Division:

Water

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED TO INCREASE *****DOCKET NO. W-20446A-12-0314 & SW-20445A-12-0310***

I am opposed to granting an increase to Global Water so they can achieve a higher rate of return. The current rate of return that is earned is greater than any individual can make investing or putting money in the bank. This rate increase will not only increase my monthly bill, but it will also lead to an increase in my HOA dues. It is not fair to be charged twice and Global Water did not calculate this fact into their test data. The basic service charge increases in water and sewer will increase my total bill \$23 a month and over \$30 a month with usage. The reduced rebate threshold will be almost impossible to meet regularly and that leads to an addition \$10 in water usage charges. Global's letter to customers even state that most will see at least a \$72 per year increase, that means I would be paying \$216 more in 3 years, but in reality it is more like \$400 or more to the average homeowner. Global wants a 37% increase or more and incomes are not keeping up with that kind of increase. I will be forced to make other cuts to my spending in order to pay for something that I need. This is a preventable hardship!

PLEASE TELL GLOBAL WATER -NO INCREASE! They already make a healthy return on their investment. Tell them to stop hurting their customers with outrageous rate increases.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Dockets Nos.

W-01212A-12-0309; SW-20445A-12-0310; W-03720A-12-0311; W-02450A-12-0312; W-02451A-12-0313;
W-20446A-12-0314 ; W-01732A-12-0315

End of Comments

W-01212A-12-0309
SW-20445A-12-0310
W-03720A-12-0311
W-02450A-12-0312
W-02451A-12-0313
W-20446A-12-0314
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 109432

Date: 3/14/2013

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: Diane

Morrow

Account Name: Diane Morrow

Home:

Street:

Work: (000) 000-0000

City: Maricopa

CBR:

State: AZ Zip: 85138

is:

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED TO INCREASE *****DOCKET NO. W-20446A-12-0314 & SW-20445A-12-0310***

I am opposed to granting an increase to Global Water so they can achieve a higher rate of return. The current rate of return that is earned is greater than any individual can make investing or putting money in the bank. This rate increase will not only increase my monthly bill, but it will also lead to an increase in my HOA dues. It is not fair to be charged twice and Global Water did not calculate this fact into their test data. The basic service charge increases in water and sewer will increase my total bill \$23 a month and over \$30 a month with usage. The reduced rebate threshold will be almost impossible to meet regularly and that leads to an addition \$10 in water usage charges. Global's letter to customers even state that most will see at least a \$72 per year increase, that means I would be paying \$216 more in 3 years, but in reality it is more like \$400 or more to the average homeowner. Global wants a 37% increase or more and incomes are not keeping up with that kind of increase. I will be forced to make other cuts to my spending in order to pay for something that I need. This is a preventable hardship!

PLEASE TELL GLOBAL WATER -NO INCREASE! They already make a healthy return on their investment. Tell them to stop hurting their customers with outrageous rate increases.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Dockets Nos.

W-01212A-12-0309; SW-20445A-12-0310; W-03720A-12-0311; W-02450A-12-0312; W-02451A-12-0313;
W-20446A-12-0314 ; W-01732A-12-0315

End of Comments

W-01212A-12-0309
SW-20445A-12-0310
W-03720A-12-0311
W-02450A-12-0312
W-02451A-12-0313
W-20446A-12-0314
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax: (

Priority: Respond Within Five Days

Opinion No. 2013 - 109433

Date: 3/14/2013

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By:

Eddings

Account Name: Eddings

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Maricopa

CBR:

State: AZ Zip: 85138

is:

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED TO INCREASE *****DOCKET NO. W-20446A-12-0314 & SW-20445A-12-0310***

I am opposed to granting an increase to Global Water so they can achieve a higher rate of return. The current rate of return that is earned is greater than any individual can make investing or putting money in the bank. This rate increase will not only increase my monthly bill, but it will also lead to an increase in my HOA dues. It is not fair to be charged twice and Global Water did not calculate this fact into their test data. The basic service charge increases in water and sewer will increase my total bill \$23 a month and over \$30 a month with usage. The reduced rebate threshold will be almost impossible to meet regularly and that leads to an addition \$10 in water usage charges. Global's letter to customers even state that most will see at least a \$72 per year increase, that means I would be paying \$216 more in 3 years, but in reality it is more like \$400 or more to the average homeowner. Global wants a 37% increase or more and incomes are not keeping up with that kind of increase. I will be forced to make other cuts to my spending in order to pay for something that I need. This is a preventable hardship!

PLEASE TELL GLOBAL WATER -NO INCREASE! They already make a healthy return on their investment. Tell them to stop hurting their customers with outrageous rate increases.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Dockets Nos.

W-01212A-12-0309; SW-20445A-12-0310; W-03720A-12-0311; W-02450A-12-0312; W-02451A-12-0313;
W-20446A-12-0314 ; W-01732A-12-0315

End of Comments

25

W-01212A-12-0309
SW-20445A-12-0310
W-03720A-12-0311
W-02450A-12-0312
W-02451A-12-0313
W-20446A-12-0314
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 109434

Date: 3/14/2013

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: **Jamie**

Adamkiewicz

Account Name: Jamie Adamkiewicz

Home

Street:

Work: (000) 000-0000

City: Maricopa

CBR:

State: AZ Zip: 85138

is:

Utility Company: **Global Water-Santa Cruz Water Company**

Division: Water

Contact Name:

Contact Phone

Nature of Complaint:

*****OPINION OPPOSED TO INCREASE *****DOCKET NO. W-20446A-12-0314 & SW-20445A-12-0310***

I am opposed to granting an increase to Global Water so they can achieve a higher rate of return. The current rate of return that is earned is greater than any individual can make investing or putting money in the bank. This rate increase will not only increase my monthly bill, but it will also lead to an increase in my HOA dues. It is not fair to be charged twice and Global Water did not calculate this fact into their test data. The basic service charge increases in water and sewer will increase my total bill \$23 a month and over \$30 a month with usage. The reduced rebate threshold will be almost impossible to meet regularly and that leads to an addition \$10 in water usage charges. Global's letter to customers even state that most will see at least a \$72 per year increase, that means I would be paying \$216 more in 3 years, but in reality it is more like \$400 or more to the average homeowner. Global wants a 37% increase or more and incomes are not keeping up with that kind of increase. I will be forced to make other cuts to my spending in order to pay for something that I need. This is a preventable hardship!

PLEASE TELL GLOBAL WATER -NO INCREASE! They already make a healthy return on their investment. Tell them to stop hurting their customers with outrageous rate increases.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Dockets Nos.

W-01212A-12-0309; SW-20445A-12-0310; W-03720A-12-0311; W-02450A-12-0312; W-02451A-12-0313;
W-20446A-12-0314 ; W-01732A-12-0315

End of Comments

26

W-01212A-12-0309
SW-20445A-12-0310
W-03720A-12-0311
W-02450A-12-0312
W-02451A-12-0313
W-20446A-12-0314
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 109435

Date: 3/14/2013

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: Angela

Johnson

Account Name: Angela Johnson

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Maricopa

CBR:

State: AZ Zip: 85138

is: Cellular

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED TO INCREASE *****DOCKET NO. W-20446A-12-0314 & SW-20445A-12-0310***

I am opposed to granting an increase to Global Water so they can achieve a higher rate of return. The current rate of return that is earned is greater than any individual can make investing or putting money in the bank. This rate increase will not only increase my monthly bill, but it will also lead to an increase in my HOA dues. It is not fair to be charged twice and Global Water did not calculate this fact into their test data. The basic service charge increases in water and sewer will increase my total bill \$23 a month and over \$30 a month with usage. The reduced rebate threshold will be almost impossible to meet regularly and that leads to an addition \$10 in water usage charges. Global's letter to customers even state that most will see at least a \$72 per year increase, that means I would be paying \$216 more in 3 years, but in reality it is more like \$400 or more to the average homeowner. Global wants a 37% increase or more and incomes are not keeping up with that kind of increase. I will be forced to make other cuts to my spending in order to pay for something that I need. This is a preventable hardship!

PLEASE TELL GLOBAL WATER -NO INCREASE! They already make a healthy return on their investment. Tell them to stop hurting their customers with outrageous rate increases.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Dockets Nos.

W-01212A-12-0309; SW-20445A-12-0310; W-03720A-12-0311; W-02450A-12-0312; W-02451A-12-0313;
W-20446A-12-0314 ; W-01732A-12-0315

End of Comments

W-01212A-12-0309
SW-20445A-12-0310
W-03720A-12-0311
W-02450A-12-0312
W-02451A-12-0313
W-20446A-12-0314
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 109436

Date: 3/14/2013

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: **Melissa**

Adamkiewicz

Account Name: Melissa Adamkiewicz

Home

Street:

Work: (000) 000-0000

City: Maricopa

CBR:

State: AZ Zip: 85138

is:

Utility Company: **Global Water-Santa Cruz Water Company**

Division: Water

Contact Name:

Contact Phone

Nature of Complaint:

*****OPINION OPPOSED TO INCREASE *****DOCKET NO. W-20446A-12-0314 & SW-20445A-12-0310***

I am opposed to granting an increase to Global Water so they can achieve a higher rate of return. The current rate of return that is earned is greater than any individual can make investing or putting money in the bank. This rate increase will not only increase my monthly bill, but it will also lead to an increase in my HOA dues. It is not fair to be charged twice and Global Water did not calculate this fact into their test data. The basic service charge increases in water and sewer will increase my total bill \$23 a month and over \$30 a month with usage. The reduced rebate threshold will be almost impossible to meet regularly and that leads to an addition \$10 in water usage charges. Global's letter to customers even state that most will see at least a \$72 per year increase, that means I would be paying \$216 more in 3 years, but in reality it is more like \$400 or more to the average homeowner. Global wants a 37% increase or more and incomes are not keeping up with that kind of increase. I will be forced to make other cuts to my spending in order to pay for something that I need. This is a preventable hardship!

PLEASE TELL GLOBAL WATER -NO INCREASE! They already make a healthy return on their investment. Tell them to stop hurting their customers with outrageous rate increases.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Dockets Nos.

W-01212A-12-0309; SW-20445A-12-0310; W-03720A-12-0311; W-02450A-12-0312; W-02451A-12-0313;
W-20446A-12-0314 ; W-01732A-12-0315

End of Comments

W-01212A-12-0309
SW-20445A-12-0310
W-03720A-12-0311
W-02450A-12-0312
W-02451A-12-0313
W-20446A-12-0314
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 109437

Date: 3/14/2013

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: Cheryl

Thoreson

Account Name: Cheryl Thoreson

Home:

Street:

Work: (000) 000-0000

City: Maricopa

CBR:

State: AZ Zip: 85138

is:

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED TO INCREASE *****DOCKET NO. W-20446A-12-0314 & SW-20445A-12-0310***

I am opposed to granting an increase to Global Water so they can achieve a higher rate of return. The current rate of return that is earned is greater than any individual can make investing or putting money in the bank. This rate increase will not only increase my monthly bill, but it will also lead to an increase in my HOA dues. It is not fair to be charged twice and Global Water did not calculate this fact into their test data. The basic service charge increases in water and sewer will increase my total bill \$23 a month and over \$30 a month with usage. The reduced rebate threshold will be almost impossible to meet regularly and that leads to an addition \$10 in water usage charges. Global's letter to customers even state that most will see at least a \$72 per year increase, that means I would be paying \$216 more in 3 years, but in reality it is more like \$400 or more to the average homeowner. Global wants a 37% increase or more and incomes are not keeping up with that kind of increase. I will be forced to make other cuts to my spending in order to pay for something that I need. This is a preventable hardship!

PLEASE TELL GLOBAL WATER -NO INCREASE! They already make a healthy return on their investment. Tell them to stop hurting their customers with outrageous rate increases.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Dockets Nos.

W-01212A-12-0309; SW-20445A-12-0310; W-03720A-12-0311; W-02450A-12-0312; W-02451A-12-0313;
W-20446A-12-0314 ; W-01732A-12-0315

End of Comments

29

W-01212A-12-0309
SW-20445A-12-0310
W-03720A-12-0311
W-02450A-12-0312
W-02451A-12-0313
W-20446A-12-0314
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: 1 602 975 2111

Fax: ()

Priority: Respond Within Five Days

Opinion No. 2013 - 109438

Date: 3/14/2013

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: Darcy

Thoreson

Account Name: Darcy Thoreson

Home:

Street:

Work: (000) 000-0000

City: Maricopa

CBR:

State: AZ Zip: 85138

is:

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED TO INCREASE *****DOCKET NO. W-20446A-12-0314 & SW-20445A-12-0310***

I am opposed to granting an increase to Global Water so they can achieve a higher rate of return. The current rate of return that is earned is greater than any individual can make investing or putting money in the bank. This rate increase will not only increase my monthly bill, but it will also lead to an increase in my HOA dues. It is not fair to be charged twice and Global Water did not calculate this fact into their test data. The basic service charge increases in water and sewer will increase my total bill \$23 a month and over \$30 a month with usage. The reduced rebate threshold will be almost impossible to meet regularly and that leads to an addition \$10 in water usage charges. Global's letter to customers even state that most will see at least a \$72 per year increase, that means I would be paying \$216 more in 3 years, but in reality it is more like \$400 or more to the average homeowner. Global wants a 37% increase or more and incomes are not keeping up with that kind of increase. I will be forced to make other cuts to my spending in order to pay for something that I need. This is a preventable hardship!

PLEASE TELL GLOBAL WATER -NO INCREASE! They already make a healthy return on their investment. Tell them to stop hurting their customers with outrageous rate increases.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Dockets Nos.

W-01212A-12-0309; SW-20445A-12-0310; W-03720A-12-0311; W-02450A-12-0312; W-02451A-12-0313;
W-20446A-12-0314 ; W-01732A-12-0315

End of Comments

30

W-01212A-12-0309
SW-20445A-12-0310
W-03720A-12-0311
W-02450A-12-0312
W-02451A-12-0313
W-20446A-12-0314
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 109439

Date: 3/14/2013

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: Carlos A.

Caballero

Account Name: Carlos A. Caballero

Home:

Street:

Work: (000) 000-0000

City: Maricopa

CBR:

State: AZ Zip: 85138

is:

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED TO INCREASE *****DOCKET NO. W-20446A-12-0314 & SW-20445A-12-0310***

I am opposed to granting an increase to Global Water so they can achieve a higher rate of return. The current rate of return that is earned is greater than any individual can make investing or putting money in the bank. This rate increase will not only increase my monthly bill, but it will also lead to an increase in my HOA dues. It is not fair to be charged twice and Global Water did not calculate this fact into their test data. The basic service charge increases in water and sewer will increase my total bill \$23 a month and over \$30 a month with usage. The reduced rebate threshold will be almost impossible to meet regularly and that leads to an addition \$10 in water usage charges. Global's letter to customers even state that most will see at least a \$72 per year increase, that means I would be paying \$216 more in 3 years, but in reality it is more like \$400 or more to the average homeowner. Global wants a 37% increase or more and incomes are not keeping up with that kind of increase. I will be forced to make other cuts to my spending in order to pay for something that I need. This is a preventable hardship!

PLEASE TELL GLOBAL WATER -NO INCREASE! They already make a healthy return on their investment. Tell them to stop hurting their customers with outrageous rate increases.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Dockets Nos.

W-01212A-12-0309; SW-20445A-12-0310; W-03720A-12-0311; W-02450A-12-0312; W-02451A-12-0313;
W-20446A-12-0314 ; W-01732A-12-0315

End of Comments

W-01212A-12-0309
SW-20445A-12-0310
W-03720A-12-0311
W-02450A-12-0312
W-02451A-12-0313
W-20446A-12-0314
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 109440

Date: 3/14/2013

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By:

Craig

Clement

Account Name:

Craig Clement

Home:

Street:

Work: (000) 000-0000

City:

Maricopa

CBR:

State:

AZ Zip: 85138

is:

Utility Company:

Global Water-Santa Cruz Water Company

Division:

Water

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED TO INCREASE *****DOCKET NO. W-20446A-12-0314 & SW-20445A-12-0310***

I am opposed to granting an increase to Global Water so they can achieve a higher rate of return. The current rate of return that is earned is greater than any individual can make investing or putting money in the bank. This rate increase will not only increase my monthly bill, but it will also lead to an increase in my HOA dues. It is not fair to be charged twice and Global Water did not calculate this fact into their test data. The basic service charge increases in water and sewer will increase my total bill \$23 a month and over \$30 a month with usage. The reduced rebate threshold will be almost impossible to meet regularly and that leads to an addition \$10 in water usage charges. Global's letter to customers even state that most will see at least a \$72 per year increase, that means I would be paying \$216 more in 3 years, but in reality it is more like \$400 or more to the average homeowner. Global wants a 37% increase or more and incomes are not keeping up with that kind of increase. I will be forced to make other cuts to my spending in order to pay for something that I need. This is a preventable hardship!

PLEASE TELL GLOBAL WATER -NO INCREASE! They already make a healthy return on their investment. Tell them to stop hurting their customers with outrageous rate increases.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Dockets Nos.

W-01212A-12-0309; SW-20445A-12-0310; W-03720A-12-0311; W-02450A-12-0312; W-02451A-12-0313;
W-20446A-12-0314 ; W-01732A-12-0315

End of Comments

W-01212A-12-0309
SW-20445A-12-0310
W-03720A-12-0311
W-02450A-12-0312
W-02451A-12-0313
W-20446A-12-0314
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: () - - - -

Fax: () - - - -

Priority: Respond Within Five Days

Opinion

No. 2013 - 109441

Date: 3/14/2013

Complaint Description:

08A Rate Case Items - Opposed

N/A Not Applicable

First:

Last:

Complaint By:

Greg

Zehring

Account Name:

Greg Zehring

Home: () - - - -

Street:

Work: (000) 000-0000

City:

Maricopa

CBR:

State:

AZ Zip: 85138

is:

Utility Company.

Global Water-Santa Cruz Water Company

Division:

Water

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED TO INCREASE *****DOCKET NO. W-20446A-12-0314 & SW-20445A-12-0310***

I am opposed to granting an increase to Global Water so they can achieve a higher rate of return. The current rate of return that is earned is greater than any individual can make investing or putting money in the bank. This rate increase will not only increase my monthly bill, but it will also lead to an increase in my HOA dues. It is not fair to be charged twice and Global Water did not calculate this fact into their test data. The basic service charge increases in water and sewer will increase my total bill \$23 a month and over \$30 a month with usage. The reduced rebate threshold will be almost impossible to meet regularly and that leads to an addition \$10 in water usage charges. Global's letter to customers even state that most will see at least a \$72 per year increase, that means I would be paying \$216 more in 3 years, but in reality it is more like \$400 or more to the average homeowner. Global wants a 37% increase or more and incomes are not keeping up with that kind of increase. I will be forced to make other cuts to my spending in order to pay for something that I need. This is a preventable hardship!

PLEASE TELL GLOBAL WATER -NO INCREASE! They already make a healthy return on their investment. Tell them to stop hurting their customers with outrageous rate increases.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Dockets Nos.

W-01212A-12-0309; SW-20445A-12-0310; W-03720A-12-0311; W-02450A-12-0312; W-02451A-12-0313; W-20446A-12-0314 ; W-01732A-12-0315

End of Comments

33

W-01212A-12-0309
SW-20445A-12-0310
W-03720A-12-0311
W-02450A-12-0312
W-02451A-12-0313
W-20446A-12-0314
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax

Priority: Respond Within Five Days

Opinion No. 2013 - 109442

Date: 3/14/2013

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: David

Prechel

Account Name: David Prechel

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Maricopa

CBR:

State: AZ Zip: 85138

is: Cellular

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED TO INCREASE *****DOCKET NO. W-20446A-12-0314 & SW-20445A-12-0310***

I am opposed to granting an increase to Global Water so they can achieve a higher rate of return. The current rate of return that is earned is greater than any individual can make investing or putting money in the bank. This rate increase will not only increase my monthly bill, but it will also lead to an increase in my HOA dues. It is not fair to be charged twice and Global Water did not calculate this fact into their test data. The basic service charge increases in water and sewer will increase my total bill \$23 a month and over \$30 a month with usage. The reduced rebate threshold will be almost impossible to meet regularly and that leads to an addition \$10 in water usage charges. Global's letter to customers even state that most will see at least a \$72 per year increase, that means I would be paying \$216 more in 3 years, but in reality it is more like \$400 or more to the average homeowner. Global wants a 37% increase or more and incomes are not keeping up with that kind of increase. I will be forced to make other cuts to my spending in order to pay for something that I need. This is a preventable hardship!

PLEASE TELL GLOBAL WATER -NO INCREASE! They already make a healthy return on their investment. Tell them to stop hurting their customers with outrageous rate increases.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Dockets Nos.

W-01212A-12-0309; SW-20445A-12-0310; W-03720A-12-0311; W-02450A-12-0312; W-02451A-12-0313;
W-20446A-12-0314 ; W-01732A-12-0315

End of Comments

W-01212A-12-0309
SW-20445A-12-0310
W-03720A-12-0311
W-02450A-12-0312
W-02451A-12-0313
W-20446A-12-0314
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax: (

Priority: Respond Within Five Days

Opinion No. 2013 - 109443

Date: 3/14/2013

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: Tom

Immen

Account Name: Tom Immen

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Maricopa

CBR:

State: AZ Zip: 85138

is:

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED TO INCREASE *****DOCKET NO. W-20446A-12-0314 & SW-20445A-12-0310***

I am opposed to granting an increase to Global Water so they can achieve a higher rate of return. The current rate of return that is earned is greater than any individual can make investing or putting money in the bank. This rate increase will not only increase my monthly bill, but it will also lead to an increase in my HOA dues. It is not fair to be charged twice and Global Water did not calculate this fact into their test data. The basic service charge increases in water and sewer will increase my total bill \$23 a month and over \$30 a month with usage. The reduced rebate threshold will be almost impossible to meet regularly and that leads to an addition \$10 in water usage charges. Global's letter to customers even state that most will see at least a \$72 per year increase, that means I would be paying \$216 more in 3 years, but in reality it is more like \$400 or more to the average homeowner. Global wants a 37% increase or more and incomes are not keeping up with that kind of increase. I will be forced to make other cuts to my spending in order to pay for something that I need. This is a preventable hardship!

PLEASE TELL GLOBAL WATER -NO INCREASE! They already make a healthy return on their investment. Tell them to stop hurting their customers with outrageous rate increases.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Dockets Nos.

W-01212A-12-0309; SW-20445A-12-0310; W-03720A-12-0311; W-02450A-12-0312; W-02451A-12-0313;
W-20446A-12-0314 ; W-01732A-12-0315

End of Comments

W-01212A-12-0309
SW-20445A-12-0310
W-03720A-12-0311
W-02450A-12-0312
W-02451A-12-0313
W-20446A-12-0314
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax: (

Priority: Respond Within Five Days

Opinion No. 2013 - 109444

Date: 3/14/2013

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: **Larry** **Stranberg**

Account Name: Larry Stranberg

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Maricopa

CBR:

State: AZ Zip: 85138

is: Cellular

Utility Company: **Global Water-Santa Cruz Water Company**

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED TO INCREASE *****DOCKET NO. W-20446A-12-0314 & SW-20445A-12-0310***

I am opposed to granting an increase to Global Water so they can achieve a higher rate of return. The current rate of return that is earned is greater than any individual can make investing or putting money in the bank. This rate increase will not only increase my monthly bill, but it will also lead to an increase in my HOA dues. It is not fair to be charged twice and Global Water did not calculate this fact into their test data. The basic service charge increases in water and sewer will increase my total bill \$23 a month and over \$30 a month with usage. The reduced rebate threshold will be almost impossible to meet regularly and that leads to an addition \$10 in water usage charges. Global's letter to customers even state that most will see at least a \$72 per year increase, that means I would be paying \$216 more in 3 years, but in reality it is more like \$400 or more to the average homeowner. Global wants a 37% increase or more and incomes are not keeping up with that kind of increase. I will be forced to make other cuts to my spending in order to pay for something that I need. This is a preventable hardship!

PLEASE TELL GLOBAL WATER -NO INCREASE! They already make a healthy return on their investment. Tell them to stop hurting their customers with outrageous rate increases.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Dockets Nos.

W-01212A-12-0309; SW-20445A-12-0310; W-03720A-12-0311; W-02450A-12-0312; W-02451A-12-0313;
W-20446A-12-0314 ; W-01732A-12-0315

End of Comments

W-01212A-12-0309
SW-20445A-12-0310
W-03720A-12-0311
W-02450A-12-0312
W-02451A-12-0313
W-20446A-12-0314
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 109445

Date: 3/14/2013

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: Theodore

Nickels

Account Name: Theodore Nickels

Home

Street:

Work: (000) 000-0000

City: Maricopa

CBR:

State: AZ Zip: 85138

is:

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED TO INCREASE *****DOCKET NO. W-20446A-12-0314 & SW-20445A-12-0310***

I am opposed to granting an increase to Global Water so they can achieve a higher rate of return. The current rate of return that is earned is greater than any individual can make investing or putting money in the bank. This rate increase will not only increase my monthly bill, but it will also lead to an increase in my HOA dues. It is not fair to be charged twice and Global Water did not calculate this fact into their test data. The basic service charge increases in water and sewer will increase my total bill \$23 a month and over \$30 a month with usage. The reduced rebate threshold will be almost impossible to meet regularly and that leads to an addition \$10 in water usage charges. Global's letter to customers even state that most will see at least a \$72 per year increase, that means I would be paying \$216 more in 3 years, but in reality it is more like \$400 or more to the average homeowner. Global wants a 37% increase or more and incomes are not keeping up with that kind of increase. I will be forced to make other cuts to my spending in order to pay for something that I need. This is a preventable hardship!

PLEASE TELL GLOBAL WATER -NO INCREASE! They already make a healthy return on their investment. Tell them to stop hurting their customers with outrageous rate increases.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Dockets Nos.

W-01212A-12-0309; SW-20445A-12-0310; W-03720A-12-0311; W-02450A-12-0312; W-02451A-12-0313;
W-20446A-12-0314 ; W-01732A-12-0315

End of Comments

31

W-01212A-12-0309
SW-20445A-12-0310
W-03720A-12-0311
W-02450A-12-0312
W-02451A-12-0313
W-20446A-12-0314
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax: (

Priority: Respond Within Five Days

Opinion No. 2013 - 109446

Date: 3/14/2013

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: Sharon

Morris

Account Name: Sharon Morris

Home

Street:

Work: (000) 000-0000

City: Maricopa

CBR:

State: AZ Zip: 85138

is:

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED TO INCREASE *****DOCKET NO. W-20446A-12-0314 & SW-20445A-12-0310***

I am opposed to granting an increase to Global Water so they can achieve a higher rate of return. The current rate of return that is earned is greater than any individual can make investing or putting money in the bank. This rate increase will not only increase my monthly bill, but it will also lead to an increase in my HOA dues. It is not fair to be charged twice and Global Water did not calculate this fact into their test data. The basic service charge increases in water and sewer will increase my total bill \$23 a month and over \$30 a month with usage. The reduced rebate threshold will be almost impossible to meet regularly and that leads to an addition \$10 in water usage charges. Global's letter to customers even state that most will see at least a \$72 per year increase, that means I would be paying \$216 more in 3 years, but in reality it is more like \$400 or more to the average homeowner. Global wants a 37% increase or more and incomes are not keeping up with that kind of increase. I will be forced to make other cuts to my spending in order to pay for something that I need. This is a preventable hardship!

PLEASE TELL GLOBAL WATER -NO INCREASE! They already make a healthy return on their investment. Tell them to stop hurting their customers with outrageous rate increases.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Dockets Nos.

W-01212A-12-0309; SW-20445A-12-0310; W-03720A-12-0311; W-02450A-12-0312; W-02451A-12-0313;
W-20446A-12-0314 ; W-01732A-12-0315

End of Comments

W-01212A-12-0309
SW-20445A-12-0310
W-03720A-12-0311
W-02450A-12-0312
W-02451A-12-0313
W-20446A-12-0314
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: () - -

Fax: () - -

Priority: Respond Within Five Days

Opinion No. 2013 - 109447

Date: 3/14/2013

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: Judy

Bitz

Account Name: Judy Bitz

Home:

Street:

Work: (000) 000-0000

City: Maricopa

CBR:

State: AZ Zip: 85138

is:

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name:

Contact Phone: () - -

Nature of Complaint:

*****OPINION OPPOSED TO INCREASE *****DOCKET NO. W-20446A-12-0314 & SW-20445A-12-0310***

I am opposed to granting an increase to Global Water so they can achieve a higher rate of return. The current rate of return that is earned is greater than any individual can make investing or putting money in the bank. This rate increase will not only increase my monthly bill, but it will also lead to an increase in my HOA dues. It is not fair to be charged twice and Global Water did not calculate this fact into their test data. The basic service charge increases in water and sewer will increase my total bill \$23 a month and over \$30 a month with usage. The reduced rebate threshold will be almost impossible to meet regularly and that leads to an addition \$10 in water usage charges. Global's letter to customers even state that most will see at least a \$72 per year increase, that means I would be paying \$216 more in 3 years, but in reality it is more like \$400 or more to the average homeowner. Global wants a 37% increase or more and incomes are not keeping up with that kind of increase. I will be forced to make other cuts to my spending in order to pay for something that I need. This is a preventable hardship!

PLEASE TELL GLOBAL WATER -NO INCREASE! They already make a healthy return on their investment. Tell them to stop hurting their customers with outrageous rate increases.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Dockets Nos.

W-01212A-12-0309; SW-20445A-12-0310; W-03720A-12-0311; W-02450A-12-0312; W-02451A-12-0313;
W-20446A-12-0314 ; W-01732A-12-0315

End of Comments

W-01212A-12-0309
SW-20445A-12-0310
W-03720A-12-0311
W-02450A-12-0312
W-02451A-12-0313
W-20446A-12-0314
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion

No. 2013 - 109448

Date: 3/14/2013

Complaint Description:

08A Rate Case Items - Opposed

N/A Not Applicable

First:

Last:

Complaint By:

Timothy R.

McKean

Account Name:

Timothy R. McKean

Home:

Street:

Work: (000) 000-0000

City:

Maricopa

CBR:

State:

AZ

Zip: 85138

is:

Utility Company:

Global Water-Santa Cruz Water Company

Division:

Water

Contact Name:

Contact Phone

Nature of Complaint:

*****OPINION OPPOSED TO INCREASE *****DOCKET NO. W-20446A-12-0314 & SW-20445A-12-0310***

I am opposed to granting an increase to Global Water so they can achieve a higher rate of return. The current rate of return that is earned is greater than any individual can make investing or putting money in the bank. This rate increase will not only increase my monthly bill, but it will also lead to an increase in my HOA dues. It is not fair to be charged twice and Global Water did not calculate this fact into their test data. The basic service charge increases in water and sewer will increase my total bill \$23 a month and over \$30 a month with usage. The reduced rebate threshold will be almost impossible to meet regularly and that leads to an addition \$10 in water usage charges. Global's letter to customers even state that most will see at least a \$72 per year increase, that means I would be paying \$216 more in 3 years, but in reality it is more like \$400 or more to the average homeowner. Global wants a 37% increase or more and incomes are not keeping up with that kind of increase. I will be forced to make other cuts to my spending in order to pay for something that I need. This is a preventable hardship!

PLEASE TELL GLOBAL WATER -NO INCREASE! They already make a healthy return on their investment. Tell them to stop hurting their customers with outrageous rate increases.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Dockets Nos.

W-01212A-12-0309; SW-20445A-12-0310; W-03720A-12-0311; W-02450A-12-0312; W-02451A-12-0313;
W-20446A-12-0314 ; W-01732A-12-0315

End of Comments

W-01212A-12-0309
SW-20445A-12-0310
W-03720A-12-0311
W-02450A-12-0312
W-02451A-12-0313
W-20446A-12-0314
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 109449

Date: 3/14/2013

Complaint Description: 08A Rate Case Items - Opposed
 N/A Not Applicable

First:

Last:

Complaint By: Micky Moull & Elena Petredean

Account Name: Micky Moull & Elena Petredean

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Maricopa

CBR:

State: AZ Zip: 85138

is: Cellular

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name:

Contact Phone: ()

Nature of Complaint:

*****OPINION OPPOSED TO INCREASE *****DOCKET NO. W-20446A-12-0314 & SW-20445A-12-0310***

I am opposed to granting an increase to Global Water so they can achieve a higher rate of return. The current rate of return that is earned is greater than any individual can make investing or putting money in the bank. This rate increase will not only increase my monthly bill, but it will also lead to an increase in my HOA dues. It is not fair to be charged twice and Global Water did not calculate this fact into their test data. The basic service charge increases in water and sewer will increase my total bill \$23 a month and over \$30 a month with usage. The reduced rebate threshold will be almost impossible to meet regularly and that leads to an addition \$10 in water usage charges. Global's letter to customers even state that most will see at least a \$72 per year increase, that means I would be paying \$216 more in 3 years, but in reality it is more like \$400 or more to the average homeowner. Global wants a 37% increase or more and incomes are not keeping up with that kind of increase. I will be forced to make other cuts to my spending in order to pay for something that I need. This is a preventable hardship!

PLEASE TELL GLOBAL WATER -NO INCREASE! They already make a healthy return on their investment. Tell them to stop hurting their customers with outrageous rate increases.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Dockets Nos.

W-01212A-12-0309; SW-20445A-12-0310; W-03720A-12-0311; W-02450A-12-0312; W-02451A-12-0313;
W-20446A-12-0314 ; W-01732A-12-0315

End of Comments

W-01212A-12-0309
SW-20445A-12-0310
W-03720A-12-0311
W-02450A-12-0312
W-02451A-12-0313
W-20446A-12-0314
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax: (

Priority: Respond Within Five Days

Opinion

No. 2013 - 109450

Date: 3/14/2013

Complaint Description:

08A Rate Case Items - Opposed

N/A Not Applicable

First:

Last:

Complaint By:

Charlene

Ory

Account Name:

Charlene Ory

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City:

Maricopa

CBR:

State:

AZ Zip: 85138

is: Cellular

Utility Company:

Global Water-Santa Cruz Water Company

Division:

Water

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED TO INCREASE *****DOCKET NO. W-20446A-12-0314 & SW-20445A-12-0310***

I am opposed to granting an increase to Global Water so they can achieve a higher rate of return. The current rate of return that is earned is greater than any individual can make investing or putting money in the bank. This rate increase will not only increase my monthly bill, but it will also lead to an increase in my HOA dues. It is not fair to be charged twice and Global Water did not calculate this fact into their test data. The basic service charge increases in water and sewer will increase my total bill \$23 a month and over \$30 a month with usage. The reduced rebate threshold will be almost impossible to meet regularly and that leads to an addition \$10 in water usage charges. Global's letter to customers even state that most will see at least a \$72 per year increase, that means I would be paying \$216 more in 3 years, but in reality it is more like \$400 or more to the average homeowner. Global wants a 37% increase or more and incomes are not keeping up with that kind of increase. I will be forced to make other cuts to my spending in order to pay for something that I need. This is a preventable hardship!

PLEASE TELL GLOBAL WATER -NO INCREASE! They already make a healthy return on their investment. Tell them to stop hurting their customers with outrageous rate increases.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Dockets Nos.

W-01212A-12-0309; SW-20445A-12-0310; W-03720A-12-0311; W-02450A-12-0312; W-02451A-12-0313;
W-20446A-12-0314 ; W-01732A-12-0315

End of Comments

W-01212A-12-0309
SW-20445A-12-0310
W-03720A-12-0311
W-02450A-12-0312
W-02451A-12-0313
W-20446A-12-0314
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 109451

Date: 3/14/2013

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: **Mardell**

Dyer

Account Name: Mardell Dyer

Home: (

Street:

Work: (000) 000-0000

City: Maricopa

CBR:

State: AZ Zip: 85138

is:

Utility Company: **Global Water-Santa Cruz Water Company**

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED TO INCREASE *****DOCKET NO. W-20446A-12-0314 & SW-20445A-12-0310***

I am opposed to granting an increase to Global Water so they can achieve a higher rate of return. The current rate of return that is earned is greater than any individual can make investing or putting money in the bank. This rate increase will not only increase my monthly bill, but it will also lead to an increase in my HOA dues. It is not fair to be charged twice and Global Water did not calculate this fact into their test data. The basic service charge increases in water and sewer will increase my total bill \$23 a month and over \$30 a month with usage. The reduced rebate threshold will be almost impossible to meet regularly and that leads to an addition \$10 in water usage charges. Global's letter to customers even state that most will see at least a \$72 per year increase, that means I would be paying \$216 more in 3 years, but in reality it is more like \$400 or more to the average homeowner. Global wants a 37% increase or more and incomes are not keeping up with that kind of increase. I will be forced to make other cuts to my spending in order to pay for something that I need. This is a preventable hardship!

PLEASE TELL GLOBAL WATER -NO INCREASE! They already make a healthy return on their investment. Tell them to stop hurting their customers with outrageous rate increases.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Dockets Nos.

W-01212A-12-0309; SW-20445A-12-0310; W-03720A-12-0311; W-02450A-12-0312; W-02451A-12-0313;
W-20446A-12-0314 ; W-01732A-12-0315

End of Comments

40

W-01212A-12-0309
SW-20445A-12-0310
W-03720A-12-0311
W-02450A-12-0312
W-02451A-12-0313
W-20446A-12-0314
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 109452

Date: 3/14/2013

Complaint Description: 08A Rate Case Items - Opposed
 N/A Not Applicable

First:

Last:

Complaint By: **Patricia**

Braendle

Account Name: Patricia Braendle

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Maricopa

CBR:

State: AZ Zip: 85138

is: Cellular

Utility Company. **Global Water-Santa Cruz Water Company**

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED TO INCREASE *****DOCKET NO. W-20446A-12-0314 & SW-20445A-12-0310***

I am opposed to granting an increase to Global Water so they can achieve a higher rate of return. The current rate of return that is earned is greater than any individual can make investing or putting money in the bank. This rate increase will not only increase my monthly bill, but it will also lead to an increase in my HOA dues. It is not fair to be charged twice and Global Water did not calculate this fact into their test data. The basic service charge increases in water and sewer will increase my total bill \$23 a month and over \$30 a month with usage. The reduced rebate threshold will be almost impossible to meet regularly and that leads to an addition \$10 in water usage charges. Global's letter to customers even state that most will see at least a \$72 per year increase, that means I would be paying \$216 more in 3 years, but in reality it is more like \$400 or more to the average homeowner. Global wants a 37% increase or more and incomes are not keeping up with that kind of increase. I will be forced to make other cuts to my spending in order to pay for something that I need. This is a preventable hardship!

PLEASE TELL GLOBAL WATER -NO INCREASE! They already make a healthy return on their investment. Tell them to stop hurting their customers with outrageous rate increases.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Dockets Nos.

W-01212A-12-0309; SW-20445A-12-0310; W-03720A-12-0311; W-02450A-12-0312; W-02451A-12-0313;
W-20446A-12-0314 ; W-01732A-12-0315

End of Comments

44

W-01212A-12-0309
SW-20445A-12-0310
W-03720A-12-0311
W-02450A-12-0312
W-02451A-12-0313
W-20446A-12-0314
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 109453

Date: 3/14/2013

Complaint Description: 08A Rate Case Items - Opposed
 N/A Not Applicable

First:

Last:

Complaint By: **Mark & Micheala Lauver**

Account Name: Mark & Micheala Lauver

Home:

Street:

Work: (000) 000-0000

City: Maricopa

CBR:

State: AZ Zip: 85138

is:

Utility Company: **Global Water-Santa Cruz Water Company**

Division: Water

Contact Name:

Contact Phone: (

Nature of Complaint:

*****OPINION OPPOSED TO INCREASE *****DOCKET NO. W-20446A-12-0314 & SW-20445A-12-0310***

I am opposed to granting an increase to Global Water so they can achieve a higher rate of return. The current rate of return that is earned is greater than any individual can make investing or putting money in the bank. This rate increase will not only increase my monthly bill, but it will also lead to an increase in my HOA dues. It is not fair to be charged twice and Global Water did not calculate this fact into their test data. The basic service charge increases in water and sewer will increase my total bill \$23 a month and over \$30 a month with usage. The reduced rebate threshold will be almost impossible to meet regularly and that leads to an addition \$10 in water usage charges. Global's letter to customers even state that most will see at least a \$72 per year increase, that means I would be paying \$216 more in 3 years, but in reality it is more like \$400 or more to the average homeowner. Global wants a 37% increase or more and incomes are not keeping up with that kind of increase. I will be forced to make other cuts to my spending in order to pay for something that I need. This is a preventable hardship!

PLEASE TELL GLOBAL WATER -NO INCREASE! They already make a healthy return on their investment. Tell them to stop hurting their customers with outrageous rate increases.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Dockets Nos.

W-01212A-12-0309; SW-20445A-12-0310; W-03720A-12-0311; W-02450A-12-0312; W-02451A-12-0313;
W-20446A-12-0314 ; W-01732A-12-0315

End of Comments

43

W-01212A-12-0309
SW-20445A-12-0310
W-03720A-12-0311
W-02450A-12-0312
W-02451A-12-0313
W-20446A-12-0314
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: ()

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 109454

Date: 3/14/2013

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By:

Angelina

Linsangan

Account Name:

Angelina Linsangan

Home:

Street:

Work: (000) 000-0000

City:

Maricopa

CBR:

State:

AZ

Zip: 85138

is:

Utility Company:

Global Water-Santa Cruz Water Company

Division:

Water

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED TO INCREASE *****DOCKET NO. W-20446A-12-0314 & SW-20445A-12-0310***

I am opposed to granting an increase to Global Water so they can achieve a higher rate of return. The current rate of return that is earned is greater than any individual can make investing or putting money in the bank. This rate increase will not only increase my monthly bill, but it will also lead to an increase in my HOA dues. It is not fair to be charged twice and Global Water did not calculate this fact into their test data. The basic service charge increases in water and sewer will increase my total bill \$23 a month and over \$30 a month with usage. The reduced rebate threshold will be almost impossible to meet regularly and that leads to an addition \$10 in water usage charges. Global's letter to customers even state that most will see at least a \$72 per year increase, that means I would be paying \$216 more in 3 years, but in reality it is more like \$400 or more to the average homeowner. Global wants a 37% increase or more and incomes are not keeping up with that kind of increase. I will be forced to make other cuts to my spending in order to pay for something that I need. This is a preventable hardship!

PLEASE TELL GLOBAL WATER -NO INCREASE! They already make a healthy return on their investment. Tell them to stop hurting their customers with outrageous rate increases.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Dockets Nos.

W-01212A-12-0309; SW-20445A-12-0310; W-03720A-12-0311; W-02450A-12-0312; W-02451A-12-0313;
W-20446A-12-0314 ; W-01732A-12-0315

End of Comments

W-01212A-12-0309
SW-20445A-12-0310
W-03720A-12-0311
W-02450A-12-0312
W-02451A-12-0313
W-20446A-12-0314
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: /

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 109455

Date: 3/14/2013

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: **Bob L. King**

Account Name: Bob L. King

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Maricopa

CBR:

State: AZ Zip: 85138

is: Cellular

Utility Company: **Global Water-Santa Cruz Water Company**

Division: Water

Contact Name: owski

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED TO INCREASE *****DOCKET NO. W-20446A-12-0314 & SW-20445A-12-0310***

I am opposed to granting an increase to Global Water so they can achieve a higher rate of return. The current rate of return that is earned is greater than any individual can make investing or putting money in the bank. This rate increase will not only increase my monthly bill, but it will also lead to an increase in my HOA dues. It is not fair to be charged twice and Global Water did not calculate this fact into their test data. The basic service charge increases in water and sewer will increase my total bill \$23 a month and over \$30 a month with usage. The reduced rebate threshold will be almost impossible to meet regularly and that leads to an addition \$10 in water usage charges. Global's letter to customers even state that most will see at least a \$72 per year increase, that means I would be paying \$216 more in 3 years, but in reality it is more like \$400 or more to the average homeowner. Global wants a 37% increase or more and incomes are not keeping up with that kind of increase. I will be forced to make other cuts to my spending in order to pay for something that I need. This is a preventable hardship!

PLEASE TELL GLOBAL WATER -NO INCREASE! They already make a healthy return on their investment. Tell them to stop hurting their customers with outrageous rate increases.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Dockets Nos.

W-01212A-12-0309; SW-20445A-12-0310; W-03720A-12-0311; W-02450A-12-0312; W-02451A-12-0313;
W-20446A-12-0314 ; W-01732A-12-0315

End of Comments

4/1

W-01212A-12-0309
SW-20445A-12-0310
W-03720A-12-0311
W-02450A-12-0312
W-02451A-12-0313
W-20446A-12-0314
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: () - -

Fax: -

Priority: Respond Within Five Days

Opinion **No.** 2013 - 109456

Date: 3/14/2013

Complaint Description: 08A Rate Case Items - Opposed
 N/A Not Applicable

First:

Last:

Complaint By: **Randy & Laura** **Schaal**

Account Name: Randy & Laura Schaal

Home:

Street:

Work: (000) 000-0000

City: Maricopa

CBR:

State: AZ Zip: 85138

is:

Utility Company: **Global Water-Santa Cruz Water Company**

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED TO INCREASE *****DOCKET NO. W-20446A-12-0314 & SW-20445A-12-0310***

I am opposed to granting an increase to Global Water so they can achieve a higher rate of return. The current rate of return that is earned is greater than any individual can make investing or putting money in the bank. This rate increase will not only increase my monthly bill, but it will also lead to an increase in my HOA dues. It is not fair to be charged twice and Global Water did not calculate this fact into their test data. The basic service charge increases in water and sewer will increase my total bill \$23 a month and over \$30 a month with usage. The reduced rebate threshold will be almost impossible to meet regularly and that leads to an addition \$10 in water usage charges. Global's letter to customers even state that most will see at least a \$72 per year increase, that means I would be paying \$216 more in 3 years, but in reality it is more like \$400 or more to the average homeowner. Global wants a 37% increase or more and incomes are not keeping up with that kind of increase. I will be forced to make other cuts to my spending in order to pay for something that I need. This is a preventable hardship!

PLEASE TELL GLOBAL WATER -NO INCREASE! They already make a healthy return on their investment. Tell them to stop hurting their customers with outrageous rate increases.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Dockets Nos.

W-01212A-12-0309; SW-20445A-12-0310; W-03720A-12-0311; W-02450A-12-0312; W-02451A-12-0313;
W-20446A-12-0314 ; W-01732A-12-0315

End of Comments

48

W-01212A-12-0309
SW-20445A-12-0310
W-03720A-12-0311
W-02450A-12-0312
W-02451A-12-0313
W-20446A-12-0314
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 109457

Date: 3/14/2013

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: **Dyra**

Innamorato

Account Name: Dyra Innamorato

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Maricopa

CBR:

State: AZ Zip: 85138

is: Cellular

Utility Company: **Global Water-Santa Cruz Water Company**

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED TO INCREASE *****DOCKET NO. W-20446A-12-0314 & SW-20445A-12-0310***

I am opposed to granting an increase to Global Water so they can achieve a higher rate of return. The current rate of return that is earned is greater than any individual can make investing or putting money in the bank. This rate increase will not only increase my monthly bill, but it will also lead to an increase in my HOA dues. It is not fair to be charged twice and Global Water did not calculate this fact into their test data. The basic service charge increases in water and sewer will increase my total bill \$23 a month and over \$30 a month with usage. The reduced rebate threshold will be almost impossible to meet regularly and that leads to an addition \$10 in water usage charges. Global's letter to customers even state that most will see at least a \$72 per year increase, that means I would be paying \$216 more in 3 years, but in reality it is more like \$400 or more to the average homeowner. Global wants a 37% increase or more and incomes are not keeping up with that kind of increase. I will be forced to make other cuts to my spending in order to pay for something that I need. This is a preventable hardship!

PLEASE TELL GLOBAL WATER -NO INCREASE! They already make a healthy return on their investment. Tell them to stop hurting their customers with outrageous rate increases.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Dockets Nos.

W-01212A-12-0309; SW-20445A-12-0310; W-03720A-12-0311; W-02450A-12-0312; W-02451A-12-0313;
W-20446A-12-0314 ; W-01732A-12-0315

End of Comments

49

W-01212A-12-0309
SW-20445A-12-0310
W-03720A-12-0311
W-02450A-12-0312
W-02451A-12-0313
W-20446A-12-0314
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 109458

Date: 3/14/2013

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: Chris

Wallace

Account Name: Chris Wallace

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Maricopa

CBR

State: AZ Zip: 85138

is: Cellular

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name:

Contact Phone

Nature of Complaint:

*****OPINION OPPOSED TO INCREASE *****DOCKET NO. W-20446A-12-0314 & SW-20445A-12-0310***

I am opposed to granting an increase to Global Water so they can achieve a higher rate of return. The current rate of return that is earned is greater than any individual can make investing or putting money in the bank. This rate increase will not only increase my monthly bill, but it will also lead to an increase in my HOA dues. It is not fair to be charged twice and Global Water did not calculate this fact into their test data. The basic service charge increases in water and sewer will increase my total bill \$23 a month and over \$30 a month with usage. The reduced rebate threshold will be almost impossible to meet regularly and that leads to an addition \$10 in water usage charges. Global's letter to customers even state that most will see at least a \$72 per year increase, that means I would be paying \$216 more in 3 years, but in reality it is more like \$400 or more to the average homeowner. Global wants a 37% increase or more and incomes are not keeping up with that kind of increase. I will be forced to make other cuts to my spending in order to pay for something that I need. This is a preventable hardship!

PLEASE TELL GLOBAL WATER -NO INCREASE! They already make a healthy return on their investment. Tell them to stop hurting their customers with outrageous rate increases.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Dockets Nos.

W-01212A-12-0309; SW-20445A-12-0310; W-03720A-12-0311; W-02450A-12-0312; W-02451A-12-0313;
W-20446A-12-0314 ; W-01732A-12-0315

End of Comments

W-01212A-12-0309
SW-20445A-12-0310
W-03720A-12-0311
W-02450A-12-0312
W-02451A-12-0313
W-20446A-12-0314
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 109459

Date: 3/14/2013

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: Minh

Lu

Account Name: Minh Lu

Home:

Street:

Work: (000) 000-0000

City: Maricopa

CBR:

State: AZ Zip: 85138

is:

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED TO INCREASE *****DOCKET NO. W-20446A-12-0314 & SW-20445A-12-0310***

I am opposed to granting an increase to Global Water so they can achieve a higher rate of return. The current rate of return that is earned is greater than any individual can make investing or putting money in the bank. This rate increase will not only increase my monthly bill, but it will also lead to an increase in my HOA dues. It is not fair to be charged twice and Global Water did not calculate this fact into their test data. The basic service charge increases in water and sewer will increase my total bill \$23 a month and over \$30 a month with usage. The reduced rebate threshold will be almost impossible to meet regularly and that leads to an addition \$10 in water usage charges. Global's letter to customers even state that most will see at least a \$72 per year increase, that means I would be paying \$216 more in 3 years, but in reality it is more like \$400 or more to the average homeowner. Global wants a 37% increase or more and incomes are not keeping up with that kind of increase. I will be forced to make other cuts to my spending in order to pay for something that I need. This is a preventable hardship!

PLEASE TELL GLOBAL WATER -NO INCREASE! They already make a healthy return on their investment. Tell them to stop hurting their customers with outrageous rate increases.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Dockets Nos.

W-01212A-12-0309; SW-20445A-12-0310; W-03720A-12-0311; W-02450A-12-0312; W-02451A-12-0313;
W-20446A-12-0314 ; W-01732A-12-0315

End of Comments

51

W-01212A-12-0309
SW-20445A-12-0310
W-03720A-12-0311
W-02450A-12-0312
W-02451A-12-0313
W-20446A-12-0314
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax: (

Priority: Respond Within Five Days

Opinion No. 2013 - 109460

Date: 3/14/2013

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: **Miriam**

Empleo

Account Name: Miriam Empleo

Home: (

Street:

Work: (000) 000-0000

City: Maricopa

CBR:

State: AZ Zip: 85138

is:

Utility Company. **Global Water-Santa Cruz Water Company**

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED TO INCREASE *****DOCKET NO. W-20446A-12-0314 & SW-20445A-12-0310***

I am opposed to granting an increase to Global Water so they can achieve a higher rate of return. The current rate of return that is earned is greater than any individual can make investing or putting money in the bank. This rate increase will not only increase my monthly bill, but it will also lead to an increase in my HOA dues. It is not fair to be charged twice and Global Water did not calculate this fact into their test data. The basic service charge increases in water and sewer will increase my total bill \$23 a month and over \$30 a month with usage. The reduced rebate threshold will be almost impossible to meet regularly and that leads to an addition \$10 in water usage charges. Global's letter to customers even state that most will see at least a \$72 per year increase, that means I would be paying \$216 more in 3 years, but in reality it is more like \$400 or more to the average homeowner. Global wants a 37% increase or more and incomes are not keeping up with that kind of increase. I will be forced to make other cuts to my spending in order to pay for something that I need. This is a preventable hardship!

PLEASE TELL GLOBAL WATER -NO INCREASE! They already make a healthy return on their investment. Tell them to stop hurting their customers with outrageous rate increases.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Dockets Nos.

W-01212A-12-0309; SW-20445A-12-0310; W-03720A-12-0311; W-02450A-12-0312; W-02451A-12-0313;
W-20446A-12-0314 ; W-01732A-12-0315

End of Comments

W-01212A-12-0309
SW-20445A-12-0310
W-03720A-12-0311
W-02450A-12-0312
W-02451A-12-0313
W-20446A-12-0314
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: ()

Fax:

Priority: Respond Within Five Days

Opinion

No. 2013 - 109461

Date: 3/14/2013

Complaint Description:

08A Rate Case Items - Opposed

N/A Not Applicable

First:

Last:

Complaint By:

Janet

Bingham

Account Name:

Janet Bingham

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City:

Maricopa

CBR:

State:

AZ Zip: 85138

is: Cellular

Utility Company:

Global Water-Santa Cruz Water Company

Division:

Water

Contact Name:

Contact Phone

Nature of Complaint:

*****OPINION OPPOSED TO INCREASE *****DOCKET NO. W-20446A-12-0314 & SW-20445A-12-0310***

I am opposed to granting an increase to Global Water so they can achieve a higher rate of return. The current rate of return that is earned is greater than any individual can make investing or putting money in the bank. This rate increase will not only increase my monthly bill, but it will also lead to an increase in my HOA dues. It is not fair to be charged twice and Global Water did not calculate this fact into their test data. The basic service charge increases in water and sewer will increase my total bill \$23 a month and over \$30 a month with usage. The reduced rebate threshold will be almost impossible to meet regularly and that leads to an addition \$10 in water usage charges. Global's letter to customers even state that most will see at least a \$72 per year increase, that means I would be paying \$216 more in 3 years, but in reality it is more like \$400 or more to the average homeowner. Global wants a 37% increase or more and incomes are not keeping up with that kind of increase. I will be forced to make other cuts to my spending in order to pay for something that I need. This is a preventable hardship!

PLEASE TELL GLOBAL WATER -NO INCREASE! They already make a healthy return on their investment. Tell them to stop hurting their customers with outrageous rate increases.*!

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Dockets Nos.

W-01212A-12-0309; SW-20445A-12-0310; W-03720A-12-0311; W-02450A-12-0312; W-02451A-12-0313;
W-20446A-12-0314 ; W-01732A-12-0315

End of Comments

13

W-01212A-12-0309
SW-20445A-12-0310
W-03720A-12-0311
W-02450A-12-0312
W-02451A-12-0313
W-20446A-12-0314
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 109462

Date: 3/14/2013

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: Gunther A. & Laura Je Stevens

Account Name: Gunther A. & Laura Jean Stevens

Home: (

Street:

Work: (000) 000-0000

City: Maricopa

CBR:

State: AZ Zip: 85138

is:

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED TO INCREASE *****DOCKET NO. W-20446A-12-0314 & SW-20445A-12-0310***

I am opposed to granting an increase to Global Water so they can achieve a higher rate of return. The current rate of return that is earned is greater than any individual can make investing or putting money in the bank. This rate increase will not only increase my monthly bill, but it will also lead to an increase in my HOA dues. It is not fair to be charged twice and Global Water did not calculate this fact into their test data. The basic service charge increases in water and sewer will increase my total bill \$23 a month and over \$30 a month with usage. The reduced rebate threshold will be almost impossible to meet regularly and that leads to an addition \$10 in water usage charges. Global's letter to customers even state that most will see at least a \$72 per year increase, that means I would be paying \$216 more in 3 years, but in reality it is more like \$400 or more to the average homeowner. Global wants a 37% increase or more and incomes are not keeping up with that kind of increase. I will be forced to make other cuts to my spending in order to pay for something that I need. This is a preventable hardship!

PLEASE TELL GLOBAL WATER -NO INCREASE! They already make a healthy return on their investment. Tell them to stop hurting their customers with outrageous rate increases.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Dockets Nos.

W-01212A-12-0309; SW-20445A-12-0310; W-03720A-12-0311; W-02450A-12-0312; W-02451A-12-0313;
W-20446A-12-0314 ; W-01732A-12-0315

End of Comments

W-01212A-12-0309
SW-20445A-12-0310
W-03720A-12-0311
W-02450A-12-0312
W-02451A-12-0313
W-20446A-12-0314
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax: ()

Priority: Respond Within Five Days

Opinion No. 2013 - 109463

Date: 3/14/2013

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: Shirley

McAfee

Account Name: Shirley McAfee

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Maricopa

CBR:

State: AZ Zip: 85138

is: Cellular

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED TO INCREASE *****DOCKET NO. W-20446A-12-0314 & SW-20445A-12-0310***

I am opposed to granting an increase to Global Water so they can achieve a higher rate of return. The current rate of return that is earned is greater than any individual can make investing or putting money in the bank. This rate increase will not only increase my monthly bill, but it will also lead to an increase in my HOA dues. It is not fair to be charged twice and Global Water did not calculate this fact into their test data. The basic service charge increases in water and sewer will increase my total bill \$23 a month and over \$30 a month with usage. The reduced rebate threshold will be almost impossible to meet regularly and that leads to an addition \$10 in water usage charges. Global's letter to customers even state that most will see at least a \$72 per year increase, that means I would be paying \$216 more in 3 years, but in reality it is more like \$400 or more to the average homeowner. Global wants a 37% increase or more and incomes are not keeping up with that kind of increase. I will be forced to make other cuts to my spending in order to pay for something that I need. This is a preventable hardship!

PLEASE TELL GLOBAL WATER -NO INCREASE! They already make a healthy return on their investment. Tell them to stop hurting their customers with outrageous rate increases.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Dockets Nos.

W-01212A-12-0309; SW-20445A-12-0310; W-03720A-12-0311; W-02450A-12-0312; W-02451A-12-0313;
W-20446A-12-0314 ; W-01732A-12-0315

End of Comments

W-01212A-12-0309
SW-20445A-12-0310
W-03720A-12-0311
W-02450A-12-0312
W-02451A-12-0313
W-20446A-12-0314
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: (6

Fax:

Priority: Respond Within Five Days

Opinion

No. 2013 - 109464

Date: 3/14/2013

Complaint Description:

08A Rate Case Items - Opposed

N/A Not Applicable

First:

Last:

Complaint By:

John

Schwenk

Account Name:

John Schwenk

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City:

Maricopa

CBR:

State:

AZ

Zip: 85138

is:

Utility Company:

Global Water-Santa Cruz Water Company

Division:

Water

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED TO INCREASE *****DOCKET NO. W-20446A-12-0314 & SW-20445A-12-0310***

I am opposed to granting an increase to Global Water so they can achieve a higher rate of return. The current rate of return that is earned is greater than any individual can make investing or putting money in the bank. This rate increase will not only increase my monthly bill, but it will also lead to an increase in my HOA dues. It is not fair to be charged twice and Global Water did not calculate this fact into their test data. The basic service charge increases in water and sewer will increase my total bill \$23 a month and over \$30 a month with usage. The reduced rebate threshold will be almost impossible to meet regularly and that leads to an addition \$10 in water usage charges. Global's letter to customers even state that most will see at least a \$72 per year increase, that means I would be paying \$216 more in 3 years, but in reality it is more like \$400 or more to the average homeowner. Global wants a 37% increase or more and incomes are not keeping up with that kind of increase. I will be forced to make other cuts to my spending in order to pay for something that I need. This is a preventable hardship!

PLEASE TELL GLOBAL WATER -NO INCREASE! They already make a healthy return on their investment.

Tell them to stop hurting their customers with outrageous rate increases.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Dockets Nos.

W-01212A-12-0309; SW-20445A-12-0310; W-03720A-12-0311; W-02450A-12-0312; W-02451A-12-0313;
W-20446A-12-0314 ; W-01732A-12-0315

End of Comments

56

W-01212A-12-0309
SW-20445A-12-0310
W-03720A-12-0311
W-02450A-12-0312
W-02451A-12-0313
W-20446A-12-0314
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion

No. 2013 - 109465

Date: 3/14/2013

Complaint Description:

08A Rate Case Items - Opposed

N/A Not Applicable

First:

Last:

Complaint By:

Allen O.

Lamm Sr.

Account Name:

Allen O. Lamm Sr.

Home:

Street:

Work: (000) 000-0000

City:

Maricopa

CBR:

State:

AZ

Zip: 85239

is:

Utility Company.

Global Water-Santa Cruz Water Company

Division:

Water

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED TO INCREASE *****DOCKET NO. W-20446A-12-0314 & SW-20445A-12-0310****

I am opposed to granting an increase to Global Water so they can achieve a higher rate of return. The current rate of return that is earned is greater than any individual can make investing or putting money in the bank. This rate increase will not only increase my monthly bill, but it will also lead to an increase in my HOA dues. It is not fair to be charged twice and Global Water did not calculate this fact into their test data. The basic service charge increases in water and sewer will increase my total bill \$23 a month and over \$30 a month with usage. The reduced rebate threshold will be almost impossible to meet regularly and that leads to an addition \$10 in water usage charges. Global's letter to customers even state that most will see at least a \$72 per year increase, that means I would be paying \$216 more in 3 years, but in reality it is more like \$400 or more to the average homeowner. Global wants a 37% increase or more and incomes are not keeping up with that kind of increase. I will be forced to make other cuts to my spending in order to pay for something that I need. This is a preventable hardship!

PLEASE TELL GLOBAL WATER -NO INCREASE! They already make a healthy return on their investment. Tell them to stop hurting their customers with outrageous rate increases.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Dockets Nos.

W-01212A-12-0309; SW-20445A-12-0310; W-03720A-12-0311; W-02450A-12-0312; W-02451A-12-0313;
W-20446A-12-0314 ; W-01732A-12-0315

End of Comments

51

W-01212A-12-0309
SW-20445A-12-0310
W-03720A-12-0311
W-02450A-12-0312
W-02451A-12-0313
W-20446A-12-0314
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion **No.** 2013 - 109466

Date: 3/14/2013

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: Richard

Robbins

Account Name: Richard Robbins

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Maricopa

CBR: /

State: AZ Zip: 85138

is: Cellular

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED TO INCREASE *****DOCKET NO. W-20446A-12-0314 & SW-20445A-12-0310***

I am opposed to granting an increase to Global Water so they can achieve a higher rate of return. The current rate of return that is earned is greater than any individual can make investing or putting money in the bank. This rate increase will not only increase my monthly bill, but it will also lead to an increase in my HOA dues. It is not fair to be charged twice and Global Water did not calculate this fact into their test data. The basic service charge increases in water and sewer will increase my total bill \$23 a month and over \$30 a month with usage. The reduced rebate threshold will be almost impossible to meet regularly and that leads to an addition \$10 in water usage charges. Global's letter to customers even state that most will see at least a \$72 per year increase, that means I would be paying \$216 more in 3 years, but in reality it is more like \$400 or more to the average homeowner. Global wants a 37% increase or more and incomes are not keeping up with that kind of increase. I will be forced to make other cuts to my spending in order to pay for something that I need. This is a preventable hardship!

PLEASE TELL GLOBAL WATER -NO INCREASE! They already make a healthy return on their investment. Tell them to stop hurting their customers with outrageous rate increases.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Dockets Nos.

W-01212A-12-0309; SW-20445A-12-0310; W-03720A-12-0311; W-02450A-12-0312; W-02451A-12-0313;
W-20446A-12-0314 ; W-01732A-12-0315

End of Comments

W-01212A-12-0309
SW-20445A-12-0310
W-03720A-12-0311
W-02450A-12-0312
W-02451A-12-0313
W-20446A-12-0314
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: ()

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 109467

Date: 3/14/2013

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: Roger & Bettye

Sinner

Account Name: Roger & Bettye Sinner

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Maricopa

CBR:

State: AZ Zip: 85138

is:

Utility Company. Global Water-Santa Cruz Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED TO INCREASE *****DOCKET NO. W-20446A-12-0314 & SW-20445A-12-0310***

I am opposed to granting an increase to Global Water so they can achieve a higher rate of return. The current rate of return that is earned is greater than any individual can make investing or putting money in the bank. This rate increase will not only increase my monthly bill, but it will also lead to an increase in my HOA dues. It is not fair to be charged twice and Global Water did not calculate this fact into their test data. The basic service charge increases in water and sewer will increase my total bill \$23 a month and over \$30 a month with usage. The reduced rebate threshold will be almost impossible to meet regularly and that leads to an addition \$10 in water usage charges. Global's letter to customers even state that most will see at least a \$72 per year increase, that means I would be paying \$216 more in 3 years, but in reality it is more like \$400 or more to the average homeowner. Global wants a 37% increase or more and incomes are not keeping up with that kind of increase. I will be forced to make other cuts to my spending in order to pay for something that I need. This is a preventable hardship!

Thank You

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Dockets Nos.

W-01212A-12-0309; SW-20445A-12-0310; W-03720A-12-0311; W-02450A-12-0312; W-02451A-12-0313;
W-20446A-12-0314 ; W-01732A-12-0315

End of Comments

W-01212A-12-0309
SW-20445A-12-0310
W-03720A-12-0311
W-02450A-12-0312
W-02451A-12-0313
W-20446A-12-0314
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion

No. 2013 - 109468

Date: 3/14/2013

Complaint Description:

08A Rate Case Items - Opposed

N/A Not Applicable

First:

Last:

Complaint By:

Janet E.

Fischer

Account Name:

Janet E. Fischer

Home: (

Street:

Work: (000) 000-0000

City:

Maricopa

CBR:

State:

AZ

Zip: 85138

is:

Utility Company:

Global Water-Santa Cruz Water Company

Division:

Water

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED TO INCREASE *****DOCKET NO. W-20446A-12-0314 & SW-20445A-12-0310***

I am opposed to granting an increase to Global Water so they can achieve a higher rate of return. The current rate of return that is earned is greater than any individual can make investing or putting money in the bank. This rate increase will not only increase my monthly bill, but it will also lead to an increase in my HOA dues. It is not fair to be charged twice and Global Water did not calculate this fact into their test data. The basic service charge increases in water and sewer will increase my total bill \$23 a month and over \$30 a month with usage. The reduced rebate threshold will be almost impossible to meet regularly and that leads to an addition \$10 in water usage charges. Global's letter to customers even state that most will see at least a \$72 per year increase, that means I would be paying \$216 more in 3 years, but in reality it is more like \$400 or more to the average homeowner. Global wants a 37% increase or more and incomes are not keeping up with that kind of increase. I will be forced to make other cuts to my spending in order to pay for something that I need. This is a preventable hardship!

PLEASE TELL GLOBAL WATER -NO INCREASE! They already make a healthy return on their investment. Tell them to stop hurting their customers with outrageous rate increases. PLEASE, NO INCREASE!

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Dockets Nos.

W-01212A-12-0309; SW-20445A-12-0310; W-03720A-12-0311; W-02450A-12-0312; W-02451A-12-0313; W-20446A-12-0314 ; W-01732A-12-0315

End of Comments

W-01212A-12-0309
SW-20445A-12-0310
W-03720A-12-0311
W-02450A-12-0312
W-02451A-12-0313
W-20446A-12-0314
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 109469

Date: 3/14/2013

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: First: Janet E. Last: Fischer

Account Name: Janet E. Fischer

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Maricopa

CBR:

State: AZ Zip: 85138

is: Cellular

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name:

Contact Phone

Nature of Complaint:

*****OPINION OPPOSED TO INCREASE *****DOCKET NO. W-20446A-12-0314 & SW-20445A-12-0310***

I am opposed to granting an increase to Global Water so they can achieve a higher rate of return. The current rate of return that is earned is greater than any individual can make investing or putting money in the bank. This rate increase will not only increase my monthly bill, but it will also lead to an increase in my HOA dues. It is not fair to be charged twice and Global Water did not calculate this fact into their test data. The basic service charge increases in water and sewer will increase my total bill \$23 a month and over \$30 a month with usage. The reduced rebate threshold will be almost impossible to meet regularly and that leads to an addition \$10 in water usage charges. Global's letter to customers even state that most will see at least a \$72 per year increase, that means I would be paying \$216 more in 3 years, but in reality it is more like \$400 or more to the average homeowner. Global wants a 37% increase or more and incomes are not keeping up with that kind of increase. I will be forced to make other cuts to my spending in order to pay for something that I need. This is a preventable hardship!

PLEASE TELL GLOBAL WATER -NO INCREASE! They already make a healthy return on their investment. Tell them to stop hurting their customers with outrageous rate increases. NO INCREASE PLEASE!

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Dockets Nos.

W-01212A-12-0309; SW-20445A-12-0310; W-03720A-12-0311; W-02450A-12-0312; W-02451A-12-0313;
W-20446A-12-0314 ; W-01732A-12-0315

End of Comments

W-01212A-12-0309
SW-20445A-12-0310
W-03720A-12-0311
W-02450A-12-0312
W-02451A-12-0313
W-20446A-12-0314
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 109470

Date: 3/14/2013

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: **Brandon**

Brierly

Account Name: Brandon Brierly

Home

Street:

Work: (000) 000-0000

City: Maricopa

CBR:

State: AZ Zip: 85138

is:

Utility Company: **Global Water-Santa Cruz Water Company**

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED TO INCREASE *****DOCKET NO. W-20446A-12-0314 & SW-20445A-12-0310****

I am opposed to granting an increase to Global Water so they can achieve a higher rate of return. The current rate of return that is earned is greater than any individual can make investing or putting money in the bank. This rate increase will not only increase my monthly bill, but it will also lead to an increase in my HOA dues. It is not fair to be charged twice and Global Water did not calculate this fact into their test data. The basic service charge increases in water and sewer will increase my total bill \$23 a month and over \$30 a month with usage. The reduced rebate threshold will be almost impossible to meet regularly and that leads to an addition \$10 in water usage charges. Global's letter to customers even state that most will see at least a \$72 per year increase, that means I would be paying \$216 more in 3 years, but in reality it is more like \$400 or more to the average homeowner. Global wants a 37% increase or more and incomes are not keeping up with that kind of increase. I will be forced to make other cuts to my spending in order to pay for something that I need. This is a preventable hardship!

PLEASE TELL GLOBAL WATER -NO INCREASE! They already make a healthy return on their investment. Tell them to stop hurting their customers with outrageous rate increases. RATES ARE RIDICULOUS COMPARED TO CITY OF PHX! HIGHWAY ROBBERY

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Dockets Nos.

W-01212A-12-0309; SW-20445A-12-0310; W-03720A-12-0311; W-02450A-12-0312; W-02451A-12-0313;
W-20446A-12-0314 ; W-01732A-12-0315

End of Comments

W-01212A-12-0309
SW-20445A-12-0310
W-03720A-12-0311
W-02450A-12-0312
W-02451A-12-0313
W-20446A-12-0314
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion

No. 2013 - 109471

Date: 3/14/2013

Complaint Description:

08A Rate Case Items - Opposed

N/A Not Applicable

First:

Last:

Complaint By:

William

Bardfield

Account Name:

William Bardfield

Home:

Street:

Work: (000) 000-0000

City:

Maricopa

CBR:

State:

AZ

Zip: 85138

is:

Utility Company:

Global Water-Santa Cruz Water Company

Division:

Water

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED TO INCREASE *****DOCKET NO. W-20446A-12-0314 & SW-20445A-12-0310***

I am opposed to granting an increase to Global Water so they can achieve a higher rate of return. The current rate of return that is earned is greater than any individual can make investing or putting money in the bank. This rate increase will not only increase my monthly bill, but it will also lead to an increase in my HOA dues. It is not fair to be charged twice and Global Water did not calculate this fact into their test data. The basic service charge increases in water and sewer will increase my total bill \$23 a month and over \$30 a month with usage. The reduced rebate threshold will be almost impossible to meet regularly and that leads to an addition \$10 in water usage charges. Global's letter to customers even state that most will see at least a \$72 per year increase, that means I would be paying \$216 more in 3 years, but in reality it is more like \$400 or more to the average homeowner. Global wants a 37% increase or more and incomes are not keeping up with that kind of increase. I will be forced to make other cuts to my spending in order to pay for something that I need. This is a preventable hardship!

PLEASE TELL GLOBAL WATER -NO INCREASE! They already make a healthy return on their investment. Tell them to stop hurting their customers with outrageous rate increases. AND WE ARE SENIORS ON A FIXED INCOME.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Dockets Nos.

W-01212A-12-0309; SW-20445A-12-0310; W-03720A-12-0311; W-02450A-12-0312; W-02451A-12-0313;
W-20446A-12-0314 ; W-01732A-12-0315

End of Comments

W-01212A-12-0309
SW-20445A-12-0310
W-03720A-12-0311
W-02450A-12-0312
W-02451A-12-0313
W-20446A-12-0314
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 109472

Date: 3/14/2013

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: **Jim & Jeanette**

Terry

Account Name: Jim & Jeanette Terry

Home:

Street:

Work: (000) 000-0000

City: Maricopa

CBR:

State: AZ Zip: 85138

is:

Utility Company. **Global Water-Santa Cruz Water Company**

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED TO INCREASE *****DOCKET NO. W-20446A-12-0314 & SW-20445A-12-0310***

I am opposed to granting an increase to Global Water so they can achieve a higher rate of return. The current rate of return that is earned is greater than any individual can make investing or putting money in the bank. This rate increase will not only increase my monthly bill, but it will also lead to an increase in my HOA dues. It is not fair to be charged twice and Global Water did not calculate this fact into their test data. The basic service charge increases in water and sewer will increase my total bill \$23 a month and over \$30 a month with usage. The reduced rebate threshold will be almost impossible to meet regularly and that leads to an addition \$10 in water usage charges. Global's letter to customers even state that most will see at least a \$72 per year increase, that means I would be paying \$216 more in 3 years, but in reality it is more like \$400 or more to the average homeowner. Global wants a 37% increase or more and incomes are not keeping up with that kind of increase. I will be forced to make other cuts to my spending in order to pay for something that I need. This is a preventable hardship!

PLEASE TELL GLOBAL WATER -NO INCREASE! They already make a healthy return on their investment. Tell them to stop hurting their customers with outrageous rate increases. WE ARE ON A FIXED INCOME - THIS WILL BE A HARDSHIP !!

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Dockets Nos.

W-01212A-12-0309; SW-20445A-12-0310; W-03720A-12-0311; W-02450A-12-0312; W-02451A-12-0313;
W-20446A-12-0314 ; W-01732A-12-0315

End of Comments

W-01212A-12-0309
SW-20445A-12-0310
W-03720A-12-0311
W-02450A-12-0312
W-02451A-12-0313
W-20446A-12-0314
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 109478

Date: 3/14/2013

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: **Ross**

Burnett

Account Name: Ross Burnett

Home

Street:

Work: (000) 000-0000

City: Maricopa

CBR:

State: AZ Zip: 85138

is:

Utility Company: **Global Water-Santa Cruz Water Company**

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED TO INCREASE *****DOCKET NO. W-20446A-12-0314 & SW-20445A-12-0310***

I am opposed to granting an increase to Global Water so they can achieve a higher rate of return. The current rate of return that is earned is greater than any individual can make investing or putting money in the bank. This rate increase will not only increase my monthly bill, but it will also lead to an increase in my HOA dues. It is not fair to be charged twice and Global Water did not calculate this fact into their test data. The basic service charge increases in water and sewer will increase my total bill \$23 a month and over \$30 a month with usage. The reduced rebate threshold will be almost impossible to meet regularly and that leads to an addition \$10 in water usage charges. Global's letter to customers even state that most will see at least a \$72 per year increase, that means I would be paying \$216 more in 3 years, but in reality it is more like \$400 or more to the average homeowner. Global wants a 37% increase or more and incomes are not keeping up with that kind of increase. I will be forced to make other cuts to my spending in order to pay for something that I need. This is a preventable hardship!

PLEASE TELL GLOBAL WATER -NO INCREASE! They already make a healthy return on their investment. Tell them to stop hurting their customers with outrageous rate increases. IT HAS TO STOP SOMEWHERE?
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Dockets Nos.

W-01212A-12-0309; SW-20445A-12-0310; W-03720A-12-0311; W-02450A-12-0312; W-02451A-12-0313;
W-20446A-12-0314 ; W-01732A-12-0315

End of Comments

W-01212A-12-0309
SW-20445A-12-0310
W-03720A-12-0311
W-02450A-12-0312
W-02451A-12-0313
W-20446A-12-0314
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid Phone: Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 109479 Date: 3/14/2013

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: First: Ashley Last: Richardson

Account Name: Ashley Richardson Home: (000) 000-0000

Street: Work: (000) 000-0000

City: Maricopa CBR:

State: AZ Zip: 85138 is: Cellular

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name: Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED TO INCREASE *****DOCKET NO. W-20446A-12-0314 & SW-20445A-12-0310***

Our rates for water/sewer are already egregiously too high! I am not a waster of water and my minimum bill is \$97.00!!! To spend \$97 on a small house for one month is unheard of. This raise in rates will only make it even less desirable to buy in Maricopa. There should be a decrease in rates with a max rate of \$50 a month including usage!

Global Water is going to be a reason Maricopa crashes again. The economic strain affects all of us! The raise cannot be allowed to pass. We struggle to make ends meet w/out paying \$130 a month for WATER out of control.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Dockets Nos.

W-01212A-12-0309; SW-20445A-12-0310; W-03720A-12-0311; W-02450A-12-0312; W-02451A-12-0313;
W-20446A-12-0314 ; W-01732A-12-0315

End of Comments

Date Completed: 3/14/2013

Opinion No. 2013 - 109479

W-01212A-12-0309
SW-20445A-12-0310
W-03720A-12-0311
W-02450A-12-0312
W-02451A-12-0313
W-20446A-12-0314
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 109480

Date: 3/14/2013

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: **Gerry & JoAnne Bouchard**

Account Name: Gerry & JoAnne Bouchard

Home:

Street:

Work: (000) 000-0000

City: Maricopa

CBR:

State: AZ Zip: 85138

is:

Utility Company. **Global Water-Santa Cruz Water Company**

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED TO INCREASE *****DOCKET NO. W-20446A-12-0314 & SW-20445A-12-0310***

We hope you will reconsider the rate it will be very negative to those wanting to move to Maricopa - buy a house & stay here for us we are on a fixed income.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Dockets Nos.

W-01212A-12-0309; SW-20445A-12-0310; W-03720A-12-0311; W-02450A-12-0312; W-02451A-12-0313;
W-20446A-12-0314 ; W-01732A-12-0315

End of Comments

Date Completed: 3/14/2013

Opinion No. 2013 - 109480

W-01212A-12-0309
SW-20445A-12-0310
W-03720A-12-0311
W-02450A-12-0312
W-02451A-12-0313
W-20446A-12-0314
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 109481

Date: 3/14/2013

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: First: Terry Last: Gruenstern

Account Name: Terry Gruenstern

Home:

Street:

Work: (000) 000-0000

City: Maricopa

CBR:

State: AZ Zip: 85138

is:

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED TO INCREASE *****DOCKET NO. W-20446A-12-0314 & SW-20445A-12-0310***

We recently moved to Maricopa from Chandler (only 23 mi. away) We thought a \$70 water bill was way too high when we had a water leak our 1st water bill from Global was unbelievably HIGH! I can't imagine how much it will be if they increase the rates!! There are only 2 of us. We do not have any leaks, or grass to water. If the rates go up any higher - People will be moving away from Maricopa just to SAVE money!!

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Dockets Nos.

W-01212A-12-0309; SW-20445A-12-0310; W-03720A-12-0311; W-02450A-12-0312; W-02451A-12-0313;
W-20446A-12-0314 ; W-01732A-12-0315

End of Comments

Date Completed: 3/14/2013

Opinion No. 2013 - 109481

W-01212A-12-0309
SW-20445A-12-0310
W-03720A-12-0311
W-02450A-12-0312
W-02451A-12-0313
W-20446A-12-0314
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 109482

Date: 3/14/2013

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: Gregory

Spear

Account Name: Gregory Spear

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Maricopa

CBR:

State: AZ Zip: 85138

is: Cellular

Utility Company. Global Water-Santa Cruz Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED TO INCREASE *****DOCKET NO. W-20446A-12-0314 & SW-20445A-12-0310***

- 1) I'm aginast any increase amount !!!
 - 2) Cut your unnecessary spending.
 - 3) Show proof of your spending CUTS!!
- *End of Complaint*

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Dockets Nos.

W-01212A-12-0309; SW-20445A-12-0310; W-03720A-12-0311; W-02450A-12-0312; W-02451A-12-0313;
W-20446A-12-0314 ; W-01732A-12-0315
End of Comments

Date Completed: 3/14/2013

Opinion No. 2013 - 109482

W-01212A-12-0309
SW-20445A-12-0310
W-03720A-12-0311
W-02450A-12-0312
W-02451A-12-0313
W-20446A-12-0314
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 109504

Date: 3/15/2013

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: Dale

Mitchell

Account Name: Dale Mitchell

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Maricopa

CBR:

State: AZ Zip: 85138

is: Cellular

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED TO INCREASE*****DOCKET NO. W-20446A-12-0314 & SW-20445A-12-0310***

Rate increases in this kind of economy is ludicrous. I am making the same \$ per hour I did 6 years ago and all my expences have gone up, I mean everyone of them, yet the utilities such as water want to gouge even more out of the middle man. Again we do not only get hit with higher taxes but with all the other bills and utilities wanting increases, people will be unable to keep their homes. It is ridiculous to pay that much for water and their corporation make a larger profit, do they think their profits need to be the same as the oil companies. I am so against this increase because it will not only hurt my life-style but many people in the same situation. Please do not let this increase happen, thank you, Dale Mitchell

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Dockets Nos.

W-01212A-12-0309; SW-20445A-12-0310; W-03720A-12-0311; W-02450A-12-0312; W-02451A-12-0313;
W-20446A-12-0314 ; W-01732A-12-0315

End of Comments

Date Completed: 3/15/2013

Opinion No. 2013 - 109504

13

W-01212A-12-0309
SW-20445A-12-0310
W-03720A-12-0311
W-02450A-12-0312
W-02451A-12-0313
W-20446A-12-0314
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 109506

Date: 3/15/2013

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: Dawn

Flores

Account Name: Dawn Flores

Home:

Street:

Work: (000) 000-0000

City: Maricopa

CBR:

State: AZ Zip: 85138

is:

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED TO INCREASE*****DOCKET NO. W-20446A-12-0314 & SW-20445A-12-0310***

I would like to express my concerns to the Corporation Commission regarding the proposed increase of Global Water/ Santa Cruz. I am against the increase for several reasons. It is understood that when Global Water invested in Maricopa, it had hopes of a certain return on investment. These were the same hopes that many of us had for the values of our homes, stability of or jobs, and outlook of of economic future. Unfortunately, due to the economic conditions that hit, the City of Maricopa took a huge hit. However, Global Water has continued to make a profit. Did they get the rate they had hoped for? Maybe not, but they did not end up upside down like the majority of the residents in the City of Maricopa. The ACC granted a rate increase in 2010 to this company. Another increase to the residents of this city could be detrimental to several of the residents that are having a hard time making it as it is. The increase will hit household twice. Once in their household water bill, and then again in the HOA fees. This increase on top of the increase that was previously approved will cause extreme financial hardship on a town that was hit very hard by the economic downturn. Please consider the position of the residents that are going to be effected by this increase and will be left with the highest rates in the state and vote against this increase.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Dockets Nos.

W-01212A-12-0309; SW-20445A-12-0310; W-03720A-12-0311; W-02450A-12-0312; W-02451A-12-0313;
W-20446A-12-0314 ; W-01732A-12-0315

End of Comments

W-01212A-12-0309
SW-20445A-12-0310
W-03720A-12-0311
W-02450A-12-0312
W-02451A-12-0313
W-20446A-12-0314
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion

No. 2013 - 109513

Date: 3/15/2013

Complaint Description:

08A Rate Case Items - Opposed

N/A Not Applicable

First:

Last:

Complaint By:

Tom & Kathy

Rooks

Account Name:

Tom & Kathy Rooks

Home: (000) 000-0000

Street:

ne

Work: (000) 000-0000

City:

Maricopa

CBR:

State:

AZ

Zip: 85138

is:

Utility Company:

Global Water-Santa Cruz Water Company

Division:

Water

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED TO INCREASE*****DOCKET NO. W-20446A-12-0314 & SW-20445A-12-0310***

We are opposed to the rate increase! The existing basic rates for the low quality water are already exorbitant, inequitable, and discourage conservation. Raising the rates will not only cause our water bill to increase, but we'll pay more for HOA dues and local goods and services. The affect will be to dissuade new business, retirees, and winter visitors from relocating here, and to provide incentive for all of the above to leave. What is needed are much lower basic rates, and usage rates that reward conservation.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Dockets Nos.

W-01212A-12-0309; SW-20445A-12-0310; W-03720A-12-0311; W-02450A-12-0312; W-02451A-12-0313;
W-20446A-12-0314 ; W-01732A-12-0315

End of Comments

Date Completed: 3/15/2013

Opinion No. 2013 - 109513

W-01212A-12-0309
SW-20445A-12-0310
W-03720A-12-0311
W-02450A-12-0312
W-02451A-12-0313
W-20446A-12-0314
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone

Fax:

Priority: Respond Within Five Days

Opinion

No. 2013 - 109512

Date: 3/15/2013

Complaint Description:

08A Rate Case Items - Opposed

N/A Not Applicable

First:

Last:

Complaint By:

Preston

Irwin

Account Name:

Preston Irwin

Home:

Street:

Work: (000) 000-0000

City:

Maricopa

CBR:

State:

AZ

Zip: 85138

is:

Utility Company:

Global Water-Santa Cruz Water Company

Division:

Water

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED TO INCREASE*****DOCKET NO. W-20446A-12-0314 & SW-20445A-12-0310***

I would be opposed to the proposed increase to Global Water so they can see an increase of profits. While I am all for any and every company operating in the black, I feel the Global Water is operating with the mind set that they are the only game in town. Which short of drilling your own well, they are... They operate with set fees that are based on a set charge per month for water regardless if you use that much water in that billing period. Now if Global Water wants to have conversations about charging for water on as used basis, I am all ears to set increases. My example would be I own a home in Rancho El Dorado and am there part of the year... The rest of the year I shut the home down and shut off my water valve, yet still pay the current \$96.00 per month water bill with zero gallons used. When I am at the house I rarely use you amount of billed gallons per month, so in essence I have been paying for water I don't use month after month... If Global Water would consider a pay as you use billing program or at least allow for a vacation rate while the home is unoccupied I would be more open to hearing about them needed to raise rates... however, given the current economic situation for the year round resident of the community I believe it would be detrimental to the community to embrace another increase from Global Water. Certainly some creative billing programs could be set up to allow the year round resident and the part time resident an opportunity to keep water affordable and Global Water in the continued profit column.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Dockets Nos.

W-01212A-12-0309; SW-20445A-12-0310; W-03720A-12-0311; W-02450A-12-0312; W-02451A-12-0313;
W-20446A-12-0314 ; W-01732A-12-0315

End of Comments

W-01212A-12-0309
SW-20445A-12-0310
W-03720A-12-0311
W-02450A-12-0312
W-02451A-12-0313
W-20446A-12-0314
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 109507

Date: 3/15/2013

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: Mark

Duckworth

Account Name: Mark Duckworth

Home

Street:

Work: (000) 000-0000

City: Maricopa

CBR:

State: AZ Zip: 85138

is:

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name:

Contact Phone

Nature of Complaint:

*****OPINION OPPOSED TO INCREASE*****DOCKET NO. W-20446A-12-0314 & SW-20445A-12-0310***

Docket number W-20446A-12-0314 and SW-20445A-12-0310. Currently Global water is raising the rates again for water for the 4th straight year. They have raised the cost of water by \$10 per year. This is getting outrageous. At this rate my water bills will be \$200 in the next 2 years. I currently have a good sized yard with grass in the back only and it is costing me \$185 dollars a month. I used 16000 gallons and paid more than \$147 dollars and that does not include trash. They need to be based off a competitive supplier (SRP). Water is a LIFE SUPPORT product. They are driving the cost of water to the point of people moving out of Maricopa because the utility bills are 4 times higher than in Phoenix. I have had 2 friends move due to the outrageous cost of utilities. Please stop the increase and reduce the cost of this life support product. They have a monopoly so they feel they can charge whatever they want, and they are doing it. I have contacted them multiple times and never received a response. Thank you for your help.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Dockets Nos.

W-01212A-12-0309; SW-20445A-12-0310; W-03720A-12-0311; W-02450A-12-0312; W-02451A-12-0313;
W-20446A-12-0314 ; W-01732A-12-0315

End of Comments

Date Completed: 3/15/2013

Opinion No. 2013 - 109507

W-01212A-12-0309
SW-20445A-12-0310
W-03720A-12-0311
W-02450A-12-0312
W-02451A-12-0313
W-20446A-12-0314
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 109508

Date: 3/15/2013

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: Linda Wheeler

Williams

Account Name: Linda Wheeler Williams

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Maricopa

CBR:

State: AZ Zip: 85138

is: Cellular

Utility Company. Global Water-Santa Cruz Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED TO INCREASE*****DOCKET NO. W-20446A-12-0314 & SW-20445A-12-0310***

I have been a Global Water customer for over 4 years now. I am a one person household and I'm currently paying \$95.11 monthly for the minimum usage. If my water and sewer bill is increased the approx. an increase of \$16 each, that will be an approx bill of \$127. Not to mention the increase that I will see regarding my HOA. This will greatly impact my budget.

Homeowners and Communities in the city of Maricopa are just getting back on our feet. Our city was the hardest city hit when the housing market crashed. At one point, there were many empty houses in all of our Maricopa City communities. The homeowners that stuck in there, did not walk away and had to whether the storm of the bills and services for our HOA communities.

Global Water is requesting this increase to increase the rate of return on their investment. Well, what about the homeowners rate of our return on our investment and the investment we have in our communities. Please vote NO...

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Dockets Nos.

W-01212A-12-0309; SW-20445A-12-0310; W-03720A-12-0311; W-02450A-12-0312; W-02451A-12-0313;
W-20446A-12-0314 ; W-01732A-12-0315

End of Comments

W-01212A-12-0309
SW-20445A-12-0310
W-03720A-12-0311
W-02450A-12-0312
W-02451A-12-0313
W-20446A-12-0314
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 109515

Date: 3/15/2013

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: Linda M.

De Felix

Account Name: Linda M. De Felix

Home:

Street:

Work: (000) 000-0000

City: Maricopa

CBR:

State: AZ Zip: 85138

is:

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED TO INCREASE*****DOCKET NO. W-20446A-12-0314 & SW-20445A-12-0310***

VOTE AGAINST! A TERMENDOUS FINANCIAL IMPACT IT WILL HAVE ON ME . . . ALSO WILL BE APYING MORE IN HOA DUES! ACTUALLY CAUSING ME TO CONSIDER MOVING OUT OF MARICOPA, AZ.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Dockets Nos.

W-01212A-12-0309; SW-20445A-12-0310; W-03720A-12-0311; W-02450A-12-0312; W-02451A-12-0313;
W-20446A-12-0314 ; W-01732A-12-0315

End of Comments

Date Completed: 3/15/2013

Opinion No. 2013 - 109515

W-01212A-12-0309
SW-20445A-12-0310
W-03720A-12-0311
W-02450A-12-0312
W-02451A-12-0313
W-20446A-12-0314
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax: (

Priority: Respond Within Five Days

Opinion

No. 2013 - 109516

Date: 3/15/2013

Complaint Description:

08A Rate Case Items - Opposed

N/A Not Applicable

First:

Last:

Complaint By:

Robert

York

Account Name:

Robert York

Home:

Street:

Work: (000) 000-0000

City:

Maricopa

CBR:

State:

AZ

Zip: 85138

is:

Utility Company.

Global Water-Santa Cruz Water Company

Division:

Water

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED TO INCREASE*****DOCKET NO. W-20446A-12-0314 & SW-20445A-12-0310***

Global Water charges \$90.59 every month even if you don't use a drop of water. Their basic water charge is \$27.68 and the basic wastewater charge is \$62.91. I feel they are being disingenuous when they talk to us about conserving water. At the most you only save about 40 cents a month if you conserve. I feel greed is what's motivating Global Water to raise our rates.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Dockets Nos.

W-01212A-12-0309; SW-20445A-12-0310; W-03720A-12-0311; W-02450A-12-0312; W-02451A-12-0313;
W-20446A-12-0314 ; W-01732A-12-0315

End of Comments

Date Completed: 3/15/2013

Opinion No. 2013 - 109516

W-01212A-12-0309
SW-20445A-12-0310
W-03720A-12-0311
W-02450A-12-0312
W-02451A-12-0313
W-20446A-12-0314
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion

No. 2013 - 109517

Date: 3/15/2013

Complaint Description:

08A Rate Case Items - Opposed

N/A Not Applicable

First:

Last:

Complaint By:

Carole A.

Rumbaugh

Account Name:

Carole A. Rumbaugh

Home

Street:

Work: (000) 000-0000

City:

Maricopa

CBR:

State:

AZ

Zip: 85138

is:

Utility Company:

Global Water-Santa Cruz Water Company

Division:

Water

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED TO INCREASE*****DOCKET NO. W-20446A-12-0314 & SW-20445A-12-0310***

I find it unbelievable that Global Water wants to increase their rates on water and sewage so their rate of return is higher. In this economy no business should be asking for this rate of increase. It is also not fair to its customers to have to pay this fee and then pay again because the HOA rates will also increase. My income cannot afford this increase. This will place a definite hardship on my household. The increases are outrageous and who is receiving the benefit of this increase? Will the workers get this benefit? No job today should experience this type of increase.

None!! PLEASE - NO INCREASE.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Dockets Nos.

W-01212A-12-0309; SW-20445A-12-0310; W-03720A-12-0311; W-02450A-12-0312; W-02451A-12-0313;
W-20446A-12-0314 ; W-01732A-12-0315

End of Comments

Date Completed: 3/15/2013

Opinion No. 2013 - 109517

W-01212A-12-0309
SW-20445A-12-0310
W-03720A-12-0311
W-02450A-12-0312
W-02451A-12-0313
W-20446A-12-0314
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion

No. 2013 - 109518

Date: 3/15/2013

Complaint Description:

08A Rate Case Items - Opposed

N/A Not Applicable

First:

Last:

Complaint By:

Michael

Incardone

Account Name:

Michael Incardone

Home:

Street:

Work: (000) 000-0000

City:

Maricopa

CBR:

State:

AZ

Zip: 85138

is:

Utility Company:

Global Water-Santa Cruz Water Company

Division:

Water

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED TO INCREASE*****DOCKET NO. W-20446A-12-0314 & SW-20445A-12-0310***

Increasing the rates will have an adverse effect on our lifestyle.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Dockets Nos.

W-01212A-12-0309; SW-20445A-12-0310; W-03720A-12-0311; W-02450A-12-0312; W-02451A-12-0313;
W-20446A-12-0314 ; W-01732A-12-0315

End of Comments

Date Completed: 3/15/2013

Opinion No. 2013 - 109518

W-01212A-12-0309
SW-20445A-12-0310
W-03720A-12-0311
W-02450A-12-0312
W-02451A-12-0313
W-20446A-12-0314
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 109519

Date: 3/15/2013

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: Sharon

Prodanovic

Account Name: Sharon Prodanovic

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Maricopa

CBR:

State: AZ Zip: 85138

is: Cellular

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name:

Contact Phone: (

Nature of Complaint:

*****OPINION OPPOSED TO INCREASE*****DOCKET NO. W-20446A-12-0314 & SW-20445A-12-0310***

The proposed water increase will be a financial burden. We moved to Maricopa for the more affordable prices. I called Global Water when we first moved in because the prices were so high. Our last house in Gilbert was larger and with a pool and our monthly bill was approx. \$65.00, in Maricopa it is approx. \$115.00. This is quite a difference and it really affects our budget. Thanks!

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Dockets Nos.

W-01212A-12-0309; SW-20445A-12-0310; W-03720A-12-0311; W-02450A-12-0312; W-02451A-12-0313;
W-20446A-12-0314 ; W-01732A-12-0315

End of Comments

Date Completed: 3/15/2013

Opinion No. 2013 - 109519

W-01212A-12-0309
SW-20445A-12-0310
W-03720A-12-0311
W-02450A-12-0312
W-02451A-12-0313
W-20446A-12-0314
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 109520

Date: 3/15/2013

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: Irene

Grant

Account Name: Irene Grant

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Maricopa

CBR:

State: AZ Zip: 85138

is: Cellular

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED TO INCREASE*****DOCKET NO. W-20446A-12-0314 & SW-20445A-12-0310***

Maricopa's utilities are extremely higher than other cities. We moved here thinking we would have a good place to retire as housing was economical but the utility rates killed that dream for us. How much can the public be drained for the cost of utilities? We try to economize but it doesn't seem to matter and the water is the poorest quality we have ever experienced!

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Dockets Nos.

W-01212A-12-0309; SW-20445A-12-0310; W-03720A-12-0311; W-02450A-12-0312; W-02451A-12-0313;
W-20446A-12-0314 ; W-01732A-12-0315

End of Comments

Date Completed: 3/15/2013

Opinion No. 2013 - 109520

W-01212A-12-0309
SW-20445A-12-0310
W-03720A-12-0311
W-02450A-12-0312
W-02451A-12-0313
W-20446A-12-0314
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 109521

Date: 3/15/2013

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: Michelle

Jennings

Account Name: Michelle Jennings

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Maricopa

CBR:

State: AZ Zip: 85138

is: Cellular

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name:

Contact Phone: (

Nature of Complaint:

*****OPINION OPPOSED TO INCREASE*****DOCKET NO. W-20446A-12-0314 & SW-20445A-12-0310***

Rates too high already.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Dockets Nos.

W-01212A-12-0309; SW-20445A-12-0310; W-03720A-12-0311; W-02450A-12-0312; W-02451A-12-0313;
W-20446A-12-0314 ; W-01732A-12-0315

End of Comments

Date Completed: 3/15/2013

Opinion No. 2013 - 109521

W-01212A-12-0309
SW-20445A-12-0310
W-03720A-12-0311
W-02450A-12-0312
W-02451A-12-0313
W-20446A-12-0314
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 109522

Date: 3/15/2013

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: **Sandra**

Tusa

Account Name: Sandra Tusa

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Tempe

CBR:

State: AZ Zip: 85282

is: Cellular

Utility Company: **Global Water-Santa Cruz Water Company**

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED TO INCREASE*****DOCKET NO. W-20446A-12-0314 & SW-20445A-12-0310***

in Maricopa Meadows subdivision belongs to son in active duty in Army and can't live in home, nor can he refinance because he is not a resident in home and can't sell to get out from it due to economy & housing issue. So we try renting it, but have them moving from area after a short time due to electric & water prices. I have to keep lowering rate to offset utility costs of area. When it is not rented it still costs around \$100 a month in water charges.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Dockets Nos.

W-01212A-12-0309; SW-20445A-12-0310; W-03720A-12-0311; W-02450A-12-0312; W-02451A-12-0313;
W-20446A-12-0314 ; W-01732A-12-0315

End of Comments

Date Completed: 3/15/2013

Opinion No. 2013 - 109522

W-01212A-12-0309
SW-20445A-12-0310
W-03720A-12-0311
W-02450A-12-0312
W-02451A-12-0313
W-20446A-12-0314
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 109523

Date: 3/15/2013

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: James & Patricia MacGillivray

Account Name: James & Patricia MacGillivray

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Maricopa

CBR:

State: AZ Zip: 85138

is: Cellular

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED TO INCREASE*****DOCKET NO. W-20446A-12-0314 & SW-20445A-12-0310***

I have always planned to live here and enjoy my retirement, but if they are going to increase the water and sewer here I will be leaving. I now just spent 6 months here and have to pay sewer and water even though I'm not using it. My HOA will also increase. If you look around area's are cheaper than Global.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Dockets Nos.

W-01212A-12-0309; SW-20445A-12-0310; W-03720A-12-0311; W-02450A-12-0312; W-02451A-12-0313;
W-20446A-12-0314 ; W-01732A-12-0315

End of Comments

Date Completed: 3/15/2013

Opinion No. 2013 - 109523

W-01212A-12-0309
SW-20445A-12-0310
W-03720A-12-0311
W-02450A-12-0312
W-02451A-12-0313
W-20446A-12-0314
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion

No. 2013 - 109524

Date: 3/15/2013

Complaint Description:

08A Rate Case Items - Opposed

N/A Not Applicable

First:

Last:

Complaint By:

Rosetta M.

Brooks

Account Name:

Rosetta M. Brooks

Home:

Street:

Rd.

Work: (000) 000-0000

City:

Maricopa

CBR:

State:

AZ

Zip: 85138

is:

Utility Company:

Global Water-Santa Cruz Water Company

Division:

Water

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED TO INCREASE*****DOCKET NO. W-20446A-12-0314 & SW-20445A-12-0310***

I am opposed to granting a increase to Global Water so they can make millions of dollars more than they already do. There sewer usage fees are double that of other cities this size and water is higher also. A normal water sewerage and garbage in other city average 55.00 - 65.00 month and include garbage. These rates don't include garbage. You should never allowed this greedy company to set up shop in Arizona.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Dockets Nos.

W-01212A-12-0309; SW-20445A-12-0310; W-03720A-12-0311; W-02450A-12-0312; W-02451A-12-0313;
W-20446A-12-0314 ; W-01732A-12-0315

End of Comments

Date Completed: 3/15/2013

Opinion No. 2013 - 109524

W-01212A-12-0309
SW-20445A-12-0310
W-03720A-12-0311
W-02450A-12-0312
W-02451A-12-0313
W-20446A-12-0314
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 109525

Date: 3/15/2013

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: Larry

Stranberg

Account Name: Larry Stranberg

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Maricopa

CBR:

State: AZ Zip: 85138

is: Cellular

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED TO INCREASE*****DOCKET NO. W-20446A-12-0314 & SW-20445A-12-0310***

Our permanent home is in Minnesota but in Feb. of 2010 we bought a home in Maricopa. Our largest expense is sewer and water which we do not use 8 or 9 month out of the year. The base rate is already way too high and when we are not there we should be able to turn our water off and not be charged or at least have a smaller fee. We are looking at selling this property and buying in an area where these services are more reasonable.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Dockets Nos.

W-01212A-12-0309; SW-20445A-12-0310; W-03720A-12-0311; W-02450A-12-0312; W-02451A-12-0313;
W-20446A-12-0314 ; W-01732A-12-0315

End of Comments

Date Completed: 3/15/2013

Opinion No. 2013 - 109525

W-01212A-12-0309
SW-20445A-12-0310
W-03720A-12-0311
W-02450A-12-0312
W-02451A-12-0313
W-20446A-12-0314
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 109526

Date: 3/15/2013

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: Wayne

Santi

Account Name: Wayne Santi

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Maricopa

CBR:

State: AZ Zip: 85138

is: Cellular

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED TO INCREASE*****DOCKET NO. W-20446A-12-0314 & SW-20445A-12-0310***

In this time when the economy is badly handled, we certainly do not need another rate increase.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Dockets Nos.

W-01212A-12-0309; SW-20445A-12-0310; W-03720A-12-0311; W-02450A-12-0312; W-02451A-12-0313;
W-20446A-12-0314 ; W-01732A-12-0315

End of Comments

Date Completed: 3/15/2013

Opinion No. 2013 - 109526

W-01212A-12-0309
SW-20445A-12-0310
W-03720A-12-0311
W-02450A-12-0312
W-02451A-12-0313
W-20446A-12-0314
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: /

Fax: /

Priority: Respond Within Five Days

Opinion No. 2013 - 109527

Date: 3/15/2013

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By:

Priscilla

Santi

Account Name:

Priscilla Santi

Home:

Street:

Work: (000) 000-0000

City:

Maricopa

CBR:

State:

AZ

Zip: 85138

is:

Utility Company.

Global Water-Santa Cruz Water Company

Division:

Water

Contact Name:

Contact Phone

Nature of Complaint:

*****OPINION OPPOSED TO INCREASE*****DOCKET NO. W-20446A-12-0314 & SW-20445A-12-0310***

At this time Global Water is doing a poor job of managing their utility company. I want to suggest we look for other companies. I do not want an increase.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Dockets Nos.

W-01212A-12-0309; SW-20445A-12-0310; W-03720A-12-0311; W-02450A-12-0312; W-02451A-12-0313;
W-20446A-12-0314 ; W-01732A-12-0315

End of Comments

Date Completed: 3/15/2013

Opinion No. 2013 - 109527

W-01212A-12-0309
SW-20445A-12-0310
W-03720A-12-0311
W-02450A-12-0312
W-02451A-12-0313
W-20446A-12-0314
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: ,

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 109528

Date: 3/15/2013

Complaint Description: 08A Rate Case Items - Opposed
 N/A Not Applicable

First:

Last:

Complaint By: **Wilhelmus**

Vankoeverden

Account Name: Wilhelmus VanKoeverden

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Maricopa

CBR:

State: AZ Zip: 85138

is: Cellular

Utility Company. **Global Water-Santa Cruz Water Company**

Division: Water

Contact Name:

Contact Phone: :

Nature of Complaint:

*****OPINION OPPOSED TO INCREASE*****DOCKET NO. W-20446A-12-0314 & SW-20445A-12-0310***

We are seniors on a fixed income! And what Global Water wants for an increase is Bizzar!! And a real hardship on our budget.

I moved here from MN and I was told that some day my water bill would be higher than my electric bill. I did not realise that it would happen so soon! Thank you for your consideration!

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Dockets Nos.

W-01212A-12-0309; SW-20445A-12-0310; W-03720A-12-0311; W-02450A-12-0312; W-02451A-12-0313;
W-20446A-12-0314 ; W-01732A-12-0315

End of Comments

Date Completed: 3/15/2013

Opinion No. 2013 - 109528

W-01212A-12-0309
SW-20445A-12-0310
W-03720A-12-0311
W-02450A-12-0312
W-02451A-12-0313
W-20446A-12-0314
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion

No. 2013 - 109529

Date: 3/15/2013

Complaint Description:

08A Rate Case Items - Opposed

N/A Not Applicable

First:

Last:

Complaint By:

Richard & Deloris

Schneider

Account Name:

Richard & Deloris Schneider

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City:

Maricopa

CBR:

State:

AZ

Zip: 85138

is: Cellular

Utility Company:

Global Water-Santa Cruz Water Company

Division:

Water

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED TO INCREASE*****DOCKET NO. W-20446A-12-0314 & SW-20445A-12-0310***

We are retired and on a fixed income. The proposed rate increase will have a heavy impact on our budget.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Dockets Nos.

W-01212A-12-0309; SW-20445A-12-0310; W-03720A-12-0311; W-02450A-12-0312; W-02451A-12-0313;
W-20446A-12-0314 ; W-01732A-12-0315

End of Comments

Date Completed: 3/15/2013

Opinion No. 2013 - 109529

W-01212A-12-0309
SW-20445A-12-0310
W-03720A-12-0311
W-02450A-12-0312
W-02451A-12-0313
W-20446A-12-0314
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion

No. 2013 - 109530

Date: 3/15/2013

Complaint Description:

08A Rate Case Items - Opposed

N/A Not Applicable

First:

Last:

Complaint By:

William & Michelle

Senne

Account Name:

William & Michelle Senne

Home: ()

Street:

Work: (000) 000-0000

City:

Maricopa

CBR:

State:

AZ

Zip: 85138

is:

Utility Company:

Global Water-Santa Cruz Water Company

Division:

Water

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED TO INCREASE*****DOCKET NO. W-20446A-12-0314 & SW-20445A-12-0310***

The rate increased proposed will have a significant negative financial impact to families located in Maricopa, Arizona our family is included. The current rates are significantly higher than other locations we have lived in throughout Arizona. Families residing within a home development will receive an additional financial burden through the increase of other groups passing along the increases of the rates imposed on them.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Dockets Nos.

W-01212A-12-0309; SW-20445A-12-0310; W-03720A-12-0311; W-02450A-12-0312; W-02451A-12-0313;
W-20446A-12-0314 ; W-01732A-12-0315

End of Comments

Date Completed: 3/15/2013

Opinion No. 2013 - 109530

W-01212A-12-0309
SW-20445A-12-0310
W-03720A-12-0311
W-02450A-12-0312
W-02451A-12-0313
W-20446A-12-0314
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion

No. 2013 - 109511

Date: 3/15/2013

Complaint Description:

08A Rate Case Items - Opposed

N/A Not Applicable

First:

Last:

Complaint By:

Steve

Basel

Account Name:

Steve Basel

Home:

Street:

Work: (000) 000-0000

City:

Maricopa

CBR:

State:

AZ

Zip: 85138

is:

Utility Company:

Global Water-Santa Cruz Water Company

Division:

Water

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED TO INCREASE*****DOCKET NO. W-20446A-12-0314 & SW-20445A-12-0310***

DEAR ACC,

I HAVE LIVED IN MARICOPA SINCE 2006 AFTER BUYING MY FIRST HOME. WHAT A LEARNING EXPERIENCE. MY WATER BILL WHICH ONLY INCLUDES WATER AND SEWER WAS ABOUT \$50 PER MONTH. IN THIS LAST YEAR AFTER GLOBAL WATER PROPOSED AND YOU FOLKS APPROVED RATE INCREASES MY WATER WENT TO \$93 MINIMUM WITHOUT USING A DROP OF WATER, THIS INCLUDES, A WATER BASIC CHARGE OF \$27.68 AND SEWER BASIC OF \$62.91. MY WATER USAGE IS ONLY ABOUT \$2 PER MONTH KEEPING IT UNDER TWO THOUSAND GALLONS A MONTH.

AFTER JUST A YEAR OF PAYING THESE HIGHER RATES, AGAIN WE FIND GLOBAL WATER BACK AT THE TABLE, ASKING FOR ANOTHER RATE INCREASE OF ABOUT 30% ON BOTH WATER AND SEWER THIS WOULD PUT MY BILL WITHOUT USING A DROP A WATER AROUND \$120-\$130 PER MONTH. THIS IS JUST PLAIN RIDICULOUS. I KNOW FAMILIES OUT HERE RIGHT NOW THAT ARE PAYING \$160 A MONTH AND IF APPROVED THEIR BILLS WOULD GO TO \$200 FOR JUST WATER

THIS IS HOW I LOOK AT IT, WATER IS NOT LIKE GAS OR ELECTRIC, WITH GAS AND ELECTRIC IF YOU ARE COLD YOU CAN DRESS WARMER, BUT WITH WATER THERE IS NO SUBSTITUTE. ALL OF US THAT LIVE OUT HERE HAVE HOMES THAT ARE WAY UNDER WATER, SO WE CAN'T SELL AND MOVE, UNLESS TAKING MAJOR LOSSES. WE ARE BEING TAKEN ADVANTAGE OF, AND AS THE ACC, YOU FOLKS CAN DO SOMETHING ABOUT THIS. WE ARE ALL MIDDLE TO LOWER CLASS, THIS IS NOT NORTH SCOTTSDALE WITH A BUNCH OF CUSTOM HOMES, WHERE EVERYONE DRIVES BMWs AND BENZs.

MY QUESTIONS TO GLOBAL WATER IS OK I UNDERSTAND THAT THEY WANT IMPROVE THEIR INFRASTRUCTURE, BUT WHY ARE THEY NOT GETTING FEDERAL, STATE, LOCAL GRANTS TO DO THIS, OR RAISE THE MONEY SOME OTHER WAY, BESIDES PUTTING THE WHOLE BURDEN ON THE BACKS OF WORKING PEOPLE. I SAY THIS, IF I WASN'T SO FAR UP SIDE DOWN IN MY HOUSE, THIS WOULD BE ON MY LIST OF REASON TO MOVE. NOW WHAT DO YOU THINK FOR THE PEOPLE AND BUSINESS THAT

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

ARE LOOKING TO MOVE TO MARICOPA, WHAT KIND OF MESSAGE DOES THIS SEND TO THEM THAT THEY WILL HAVE NO CHOICE IN PAYING THESE CAR LIKE PAYMENT PRICES JUST FOR WATER
THANK YOU STEVE BASEL

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Dockets Nos.

W-01212A-12-0309; SW-20445A-12-0310; W-03720A-12-0311; W-02450A-12-0312; W-02451A-12-0313;
W-20446A-12-0314 ; W-01732A-12-0315

End of Comments

Date Completed: 3/15/2013

Opinion No. 2013 - 109511

W-01212A-12-0309
SW-20445A-12-0310
W-03720A-12-0311
W-02450A-12-0312
W-02451A-12-0313
W-20446A-12-0314
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 109514

Date: 3/15/2013

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By:

Joseph

McGinnity

Account Name:

Joseph McGinnity

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City:

Maricopa

CBR:

State:

AZ

Zip: 85138

is: Cellular

Utility Company:

Global Water-Santa Cruz Water Company

Division:

Water

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED TO INCREASE*****DOCKET NO. W-20446A-12-0314 & SW-20445A-12-0310***

Global Water requests to raise utility rates for residential customers in the City of Maricopa by 50.78% to achieve an annual rate of return of 27.8% over last year. The utility argues its need for increase is to provide a reasonable rate of return against increased costs.

To many residents in Maricopa, this rate increase is unsustainable. According to demographic information provided by the City of Maricopa, 48% of Maricopa residents living with five miles of City Hall earn less than \$49,999 annually. 33% of these residents earn less than \$34,999 annually. The people represented in this demographic range in age from 25 to 64; this age group represents working people: young families, second career seekers, and the like. Many people have been attracted to Maricopa because of real estate costs that help control home budgets. 46.3% of Maricopa residents commute 16-49 miles one-way to work each day: fuel costs are consuming much of the family budget.

Costs to Maricopa residents continue to rise against the 48% of residents with incomes below the national average. Global Water's desire to gain "favorable returns" is out of touch with its customers financial reality. Maricopa residents also desire favorable rates of return for their daily work. Global Water's request is irresponsible given the economic realities of Maricopa residents.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Opinion noted and filed in Dockets Nos.

W-01212A-12-0309; SW-20445A-12-0310; W-03720A-12-0311; W-02450A-12-0312; W-02451A-12-0313;
W-20446A-12-0314 ; W-01732A-12-0315

End of Comments

Date Completed: 3/15/2013

Opinion No. 2013 - 109514

W-01212A-12-0309
SW-20445A-12-0310
W-03720A-12-0311
W-02450A-12-0312
W-02451A-12-0313
W-20446A-12-0314
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 109474

Date: 3/14/2013

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By:

Sandra

Minnaar

Account Name:

Sandra Minnaar

Home:

Street:

Work: (000) 000-0000

City:

Maricopa

CBR:

State:

AZ

Zip: 85138

is:

Utility Company:

Global Water-Santa Cruz Water Company

Division:

Water

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED TO INCREASE *****DOCKET NO. W-20446A-12-0314 & SW-20445A-12-0310***

A 20-25% increase is a ridiculous amount for any Utility Company to raise it's prices in one year. Why can't they raise prices gradually like other Utility Companies? Maricopa Meadows has suffered many issues and this is just the icing on the cake. The Developer made a deal with the Water Company to keep his prices down for water and then the plan was to have cart blanc on raising the prices on the unsuspecting buyers after the Developer was out of the picture. On top of that, the Developer put in ridiculous amounts of grass for Arizona landscaping that the HOA (Home Owners) now have to maintain and pay to water, of which the Water company is trying to raise those prices over 22% on the HOA as well.

So not only will the private water bills go up for the occupants in Maricopa Meadows the HOA dues will as well because the Homeowners have to absorb these water costs too.

To add insult to injury, our homes in Maricopa Meadows are undergoing investigations as to whether or not they will still be standing in 15 years due to the Builders and Developers using the wrong Concrete for our foundations as well as some plumbing issues. The soil is very high in Salt and the concrete is being eaten away in many houses. For awhile every other house was a foreclosure or short sale. Many investors bought and these houses are leased by low income families. They are the ones who will have to bear the increases, not the developer who profited big, the investors and/or the private water company. Several families will likely have to move on as this will increase rent prices too as the investors will pass on expense to the renters.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Opinion noted and filed in Dockets Nos.

W-01212A-12-0309; SW-20445A-12-0310; W-03720A-12-0311; W-02450A-12-0312; W-02451A-12-0313;
W-20446A-12-0314 ; W-01732A-12-0315

End of Comments

Date Completed: 3/14/2013

Opinion No. 2013 - 109474

W-01212A-12-0309
SW-20445A-12-0310
W-03720A-12-0311
W-02450A-12-0312
W-02451A-12-0313
W-20446A-12-0314
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 109475

Date: 3/14/2013

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: **Elda F.**

Goetsch

Account Name: Elda F. Goetsch

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Maricopa

CBR:

State: AZ Zip: 85138

is: Cellular

Utility Company. **Global Water-Santa Cruz Water Company**

Division: Water

Contact Name:

Contact Phone: () -

Nature of Complaint:

*****OPINION OPPOSED TO INCREASE *****DOCKET NO. W-20446A-12-0314 & SW-20445A-12-0310***

I am opposed to granting an increase to Global Water so they can achieve a higher rate of return. The current rate of return that is earned is greater than any individual can make investing or putting money in the bank. This rate increase will not only increase my monthly bill, but it will also lead to an increase in my HOA dues. It is not fair to be charged twice and Global Water did not calculate this fact into their test data. The basic service charge increases in water and sewer will increase my total bill \$23 a month and over \$30 a month with usage. The reduced rebate threshold will be almost impossible to meet regularly and that leads to an addition \$10 in water usage charges. Global's letter to customers even state that most will see at least a \$72 per year increase, that means I would be paying \$216 more in 3 years, but in reality it is more like \$400 or more to the average homeowner. Global wants a 37% increase or more and incomes are not keeping up with that kind of increase. I will be forced to make other cuts to my spending in order to pay for something that I need. This is a preventable hardship!

PLEASE TELL GLOBAL WATER -NO INCREASE! They already make a healthy return on their investment. Tell them to stop hurting their customers with outrageous rate increases.

I was discarding bills I had since 2010 and found the increase tremendously. I have been paying for the past year \$97.00 when I used to pay \$68.00.

Being on Social Security I try my best to conserve water any way I can:

- 1) Wash clothes twice a month
- 2) Don't use dishwasher
- 3) Gather water when showering to irrigate plants
- 4) Wash my toilet every other time or use water saved when showering
- 5) Water lawn 3 x times a week once a day for 3 minutes

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

I can't think of anymore ways to conserve water and doesn't matter how much I try my bill every month is the same \$97+.

Please don't allow Global to go through this increase they will be putting us Senior Citizen in a very tight budget. There is no one living with me, so it should not be that much.

Sincerely Yours,
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Dockets Nos.

W-01212A-12-0309; SW-20445A-12-0310; W-03720A-12-0311; W-02450A-12-0312; W-02451A-12-0313;
W-20446A-12-0314 ; W-01732A-12-0315
End of Comments

Date Completed: 3/14/2013

Opinion No. 2013 - 109475

W-01212A-12-0309
SW-20445A-12-0310
W-03720A-12-0311
W-02450A-12-0312
W-02451A-12-0313
W-20446A-12-0314
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 109476

Date: 3/14/2013

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By:

John

Hill

Account Name:

John Hill

Home:

Street:

Work: (000) 000-0000

City:

Maricopa

CBR:

State:

AZ

Zip: 85138

is:

Utility Company.

Global Water-Santa Cruz Water Company

Division:

Water

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED TO INCREASE *****DOCKET NO. W-20446A-12-0314 & SW-20445A-12-0310***

I am opposed to granting an increase to Global Water so they can achieve a higher rate of return. The current rate of return that is earned is greater than any individual can make investing or putting money in the bank. This rate increase will not only increase my monthly bill, but it will also lead to an increase in my HOA dues. It is not fair to be charged twice and Global Water did not calculate this fact into their test data. The basic service charge increases in water and sewer will increase my total bill \$23 a month and over \$30 a month with usage. The reduced rebate threshold will be almost impossible to meet regularly and that leads to an addition \$10 in water usage charges. Global's letter to customers even state that most will see at least a \$72 per year increase, that means I would be paying \$216 more in 3 years, but in reality it is more like \$400 or more to the average homeowner. Global wants a 37% increase or more and incomes are not keeping up with that kind of increase. I will be forced to make other cuts to my spending in order to pay for something that I need. This is a preventable hardship!

PLEASE TELL GLOBAL WATER -NO INCREASE! They already make a healthy return on their investment. Tell them to stop hurting their customers with outrageous rate increases.

Please do not approve the proposed increase in rates for Global Water that will affect Rancho El Dorado residents and other residents of Maricopa, AZ. As residents receiving a utility that is solely controlled by a single entity, we have no choice other than to receive and pay for the service regardless of quality or expense. Global Water has raised rates several times to account for inflation and increases in expenses, which is understandable. But this time they are going too far! An increase of the type and percentage that they are attempting to put in effect is simply unacceptable. To reiterate, unlike other free market enterprises, we have no choice, and Global Water has no competition. Without free market checks and balances to offset considerations to hike rates, Global Water can raise rates that greatly exceed what they would be able to get away with in a free, unfettered market where consumers had alternatives. Without these natural market forces to keep rates reasonable, residents like us rely on agencies such as the Consumer Services branch of the Arizona Corporate Commission. Please do not approve such an unreasonable increase and profit margin that would never exist in

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

a free market. I thank you for taking the time to consider my concerns and reasons against the increase.

Sincerely,

John Hill
43940 West Cahill Drive
Maricopa, AZ 85138
480-250-0627
johnhill70@hotmail.com
End of Complaint

Utilities' Response:

.

Investigator's Comments and Disposition:

Opinion noted and filed in Dockets Nos.

W-01212A-12-0309; SW-20445A-12-0310; W-03720A-12-0311; W-02450A-12-0312; W-02451A-12-0313;
W-20446A-12-0314 ; W-01732A-12-0315

End of Comments

Date Completed: 3/14/2013

Opinion No. 2013 - 109476

W-01212A-12-0309
SW-20445A-12-0310
W-03720A-12-0311
W-02450A-12-0312
W-02451A-12-0313
W-20446A-12-0314
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 109477

Date: 3/14/2013

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: Lawrence J. & Edna F. Ewing

Account Name: Lawrence J. & Edna F. Ewing

Home:

Street:

Work: (000) 000-0000

City: Maricopa

CBR:

State: AZ Zip: 85138

is:

Utility Company. Global Water-Santa Cruz Water Company

Division: Water

Contact Name:

Contact Phone

Nature of Complaint:

*****OPINION OPPOSED TO INCREASE *****DOCKET NO. W-20446A-12-0314 & SW-20445A-12-0310***

I am opposed to granting an increase to Global Water so they can achieve a higher rate of return. The current rate of return that is earned is greater than any individual can make investing or putting money in the bank. This rate increase will not only increase my monthly bill, but it will also lead to an increase in my HOA dues. It is not fair to be charged twice and Global Water did not calculate this fact into their test data. The basic service charge increases in water and sewer will increase my total bill \$23 a month and over \$30 a month with usage. The reduced rebate threshold will be almost impossible to meet regularly and that leads to an addition \$10 in water usage charges. Global's letter to customers even state that most will see at least a \$72 per year increase, that means I would be paying \$216 more in 3 years, but in reality it is more like \$400 or more to the average homeowner. Global wants a 37% increase or more and incomes are not keeping up with that kind of increase. I will be forced to make other cuts to my spending in order to pay for something that I need. This is a preventable hardship!

PLEASE TELL GLOBAL WATER -NO INCREASE! They already make a healthy return on their investment. Tell them to stop hurting their customers with outrageous rate increases.

We are retired and living on a limited income. We will be charged for our HOA Fees and our residential home. Our utilities are already at a high rate, and with this increase it will make it that much harder to afford. We will not be getting more, we will only be paying a higher rates. Please take into account that the economy is still in state of flux. Thank you for your consideration on this matter.

The Ewings

End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

Opinion noted and filed in Dockets Nos.

W-01212A-12-0309; SW-20445A-12-0310; W-03720A-12-0311; W-02450A-12-0312; W-02451A-12-0313;
W-20446A-12-0314 ; W-01732A-12-0315

End of Comments

Date Completed: 3/14/2013

Opinion No. 2013 - 109477

W-01212A-12-0309
SW-20445A-12-0310
W-03720A-12-0311
W-02450A-12-0312
W-02451A-12-0313
W-20446A-12-0314
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 109473

Date: 3/14/2013

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By:

Eileen

Kania

Account Name:

Eileen Kania

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City:

Maricopa

CBR:

State:

AZ

Zip: 85138

is: Cellular

Utility Company.

Global Water-Santa Cruz Water Company

Division:

Water

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED TO INCREASE *****DOCKET NO. W-20446A-12-0314 & SW-20445A-12-0310***

I am opposed to granting an increase to Global Water so they can achieve a higher rate of return. The current rate of return that is earned is greater than any individual can make investing or putting money in the bank. This rate increase will not only increase my monthly bill, but it will also lead to an increase in my HOA dues. It is not fair to be charged twice and Global Water did not calculate this fact into their test data. The basic service charge increases in water and sewer will increase my total bill \$23 a month and over \$30 a month with usage. The reduced rebate threshold will be almost impossible to meet regularly and that leads to an addition \$10 in water usage charges. Global's letter to customers even state that most will see at least a \$72 per year increase, that means I would be paying \$216 more in 3 years, but in reality it is more like \$400 or more to the average homeowner. Global wants a 37% increase or more and incomes are not keeping up with that kind of increase. I will be forced to make other cuts to my spending in order to pay for something that I need. This is a preventable hardship! I am on a fixed income and unable to pay more !! Where will the money come from if I don't have it??

PLEASE TELL GLOBAL WATER -NO INCREASE! They already make a healthy return on their investment. Tell them to stop hurting their customers with outrageous rate increases.

This increase is totally unacceptable! No one else in the valley pays what Maricopa pays !!

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Opinion noted and filed in Dockets Nos.

W-01212A-12-0309; SW-20445A-12-0310; W-03720A-12-0311; W-02450A-12-0312; W-02451A-12-0313;
W-20446A-12-0314 ; W-01732A-12-0315

End of Comments

Date Completed: 3/14/2013

Opinion No. 2013 - 109473

W-01212A-12-0309
SW-20445A-12-0310
W-03720A-12-0311
W-02450A-12-0312
W-02451A-12-0313
W-20446A-12-0314
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 109505

Date: 3/15/2013

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By:

Mark H.

Schwartz

Account Name:

Mark H. Schwartz

Home:

Street:

Work: (000) 000-0000

City:

Maricopa

CBR:

State:

AZ Zip: 85138

is:

Utility Company:

Global Water-Santa Cruz Water Company

Division:

Water

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED TO INCREASE*****DOCKET NO. W-20446A-12-0314 & SW-20445A-12-0310***

I am the owner of a house located in Maricopa Meadows:

The following comments relate to the service provided by Global Water-Santa Cruz Water Company/Palo Verde Utilities Company.

The subject property has been vacant for over a year. In order to avoid pipes bursting in the winter and to provide access to repairmen from time to time, I opted to leave the service on during this period of vacancy. However, no water was used, or returned as sewage. Nevertheless, I was forced to pay \$95 per month FOR NO SERVICES.

I understand this arrangement was allowed during the initial start-up of service to defray the installation costs. However, the water system was installed in 2004. Therefore, I would suggest that continued allowance of fees for no service constitutes nothing more than authorized stealing. I could not, for example, charge a client for accounting fees unless I provided accounting services. Thank you for your consideration.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Dockets Nos.

W-01212A-12-0309; SW-20445A-12-0310; W-03720A-12-0311; W-02450A-12-0312; W-02451A-12-0313;
W-20446A-12-0314 ; W-01732A-12-0315

End of Comments

Date Completed: 3/15/2013

14

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Opinion No. 2013 - 109505

W-01212A-12-0309
SW-20445A-12-0310
W-03720A-12-0311
W-02450A-12-0312
W-02451A-12-0313
W-20446A-12-0314
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 109509

Date: 3/15/2013

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: Denice V.

Fleury

Account Name: Denice V. Fleury

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Maricopa

CBR:

State: AZ Zip: 85138

is: Cellular

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED TO INCREASE*****DOCKET NO. W-20446A-12-0314 & SW-20445A-12-0310***

THE INCREASE OF APROX \$16.00 ON THE SEWER BASE RATE AND APROX ON THE \$6.00 ON THE WATER BASR RATE WILL IMPACT ME GREATLY!!!!!!!

AT THIS TIME I MOVED TO MARICOPA FOR A DECREASE IN THE COST OF LIVING PRICE AND I AM RETIRED. HOWEVER MARICOPA , HAS INCREASED ESPECIALLY ON JUST ONE PERSON GREATLY WITH THE WATER BILL. I FIND IT JUST GREED!!!!!!!!!! THE MIN WATER BILL CAN BE NO LESS THAN \$94.07 FOR ONE PERSON. I USE 1000 GALLONS OF WATER CONSUMED AND I AM VERY CONSERVATIVE. ALL MY LANDSCAPE IS ZEROSCAPE, I HAVE ENERGY EFFICIENT PRODUCTS BUT WHY SHOULD I HAVE TO PAY MORE \$\$\$\$\$\$\$ IN WATER BILLS FOR THE COMPANY TO ADD \$\$\$\$\$\$\$ TO THEIR POCKETS???????

I LIVED IN MESA ,AZ FOR 30 YEARS. MY MONTHLY WATER BILL WAS \$20.73 WASTE WATER WAS \$14.11 SOLID WASTE BILL \$23.44, LAST BILL IN MESA WAS APROX THE LESS THAN MARICOPA!!!!!!

I LIVE IN AN AREA WHERE THERE ARE NO GOLF COURSES OR BIG LAKE & CHOSE THIS AREA ON THE OUT SIDE BECAUSE OF THE DEVELOPMENT!!!!!!

What about the increase in the HOA? Dues will be increased! I will be homeless and waterless? GREEDY! GREEDY!

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Opinion noted and filed in Dockets Nos.

W-01212A-12-0309; SW-20445A-12-0310; W-03720A-12-0311; W-02450A-12-0312; W-02451A-12-0313;
W-20446A-12-0314 ; W-01732A-12-0315

End of Comments

Date Completed: 3/15/2013

Opinion No. 2013 - 109509

W-01212A-12-0309
SW-20445A-12-0310
W-03720A-12-0311
W-02450A-12-0312
W-02451A-12-0313
W-20446A-12-0314
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 109510

Date: 3/15/2013

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: William D.

Eagar

Account Name: William D. Eagar

Home:

Street:

Work: (000) 000-0000

City: Maricopa

CBR:

State: AZ Zip: 85138

is:

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED TO INCREASE*****DOCKET NO. W-20446A-12-0314 & SW-20445A-12-0310***

I believe it is necessary for a business to make money; that is the reason they exist. But it is never necessary to charge prices that are unreasonable.

I moved to AZ from Washington state, and in the area I lived the HOA owned the water system. We managed our own systems for both potable and irrigation water and the monthly charge initially was \$33.00 per month. Of this \$25 was for the potable water, and \$8 for the irrigation water. After ten years we had built enough of a surplus that we suspended the \$8 monthly charge for irrigation. We did have a limit on irrigation water flow to each lot and an odd-even watering schedule for conservation. I believe this shows it is possible to manage a system and make a reasonable return without gouging the users.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Dockets Nos.

W-01212A-12-0309; SW-20445A-12-0310; W-03720A-12-0311; W-02450A-12-0312; W-02451A-12-0313;
W-20446A-12-0314 ; W-01732A-12-0315

End of Comments

Date Completed: 3/15/2013

Opinion No. 2013 - 109510

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM
